



# HYPNOS®

THE MOST COMFORTABLE BEDS IN THE WORLD

## Bed Care Guide & Guarantee



REGISTER NOW TO ACTIVATE  
YOUR 10 YEAR GUARANTEE



# Thank you

**A sincere thank you for choosing a Hypnos bed – you have made a sound investment in a handcrafted bed that will provide you with a relaxing and rejuvenating night's sleep for many years.**

Sleep not only re-energises your body, mind and soul, helping to improve your alertness and productivity during the day, but it also actively helps to improve your health and wellbeing.

Please take a few minutes to read the following guide on how to care for your bed to ensure it continues to provide a great night's sleep, every night, for a very long time to come.

## **Sleep extras**

- To maximise the quality and comfort of your sleep Hypnos also recommends the use of cotton bed linen, which will help regulate your body temperature.
- Equally, Hypnos also recommends that you choose a pillow with natural fillings, which will actively cradle your head and neck to provide superior comfort, support and pressure relief.
- Do remember to invest in a good quality mattress protector to ensure a fresh and hygienic night's sleep.

## **Upon delivery**

- Your mattress and/or topper may have compressed slightly during transportation. This is perfectly normal and it will soon resume its natural shape and size.
- Once unwrapped leave the mattress uncovered for a few hours to let it breathe.
- You may notice a slight odour after the mattress has been taken out of its plastic packaging. The natural fillings will occasionally release a smell but it is no cause for concern. It will dissipate once the mattress has been well aired.

# Bed Care Guide

**By taking regular care of your bed in your waking hours, you can be confident that your bed will continue to take care of you while you sleep.**

## Use a suitable supportive base

- If your mattress is intended for use on a different base, other than the same base tried in store, then the level of final comfort and support could vary.
- We recommend that you do not use a new mattress with an old divan base or an old bedstead, which incorporate a sprung-system (either metal springs or sprung slats). An imperfect base, with a worn and tired sprung-system, will provide a reduced level of support and could result in premature mattress wear and invalidate the guarantee.
- Where a bedstead with a slat system is being used, ensure that the slats are not more than 7.5cm (3 inches) apart. If a wider gap exists between the slats, it is recommended that a 'bedstead mattress base' be used between the slat system and mattress. Failure to take such action may result in premature wear on the mattress.

## Divan base care

- Your divan base may have drawers – these drawers have been designed to accommodate lightweight items only, such as pillows, bed linen or clothing. Please do not overload the drawers, as excessive weight can result in damage to the runners and may cause the drawers to jam. We recommend a maximum weight of 20kg per standard drawer, or 7kg per continental drawer.
- From time to time you should also check that all screws for castors, feet, linking bars and the headboard are secure to avoid undue strain on the divan base.

## Mattress protection

- We strongly recommend the use of a good quality cotton or wool-faced mattress protector under your bed linen to protect your mattress from spills and stains and to promote hygiene – avoid plastic based non-breathable types or any other form of plastic sheeting as this will tend to trap condensation and risk potential mould growth.
- Failure to use a mattress protector could invalidate the guarantee.

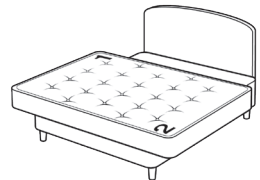
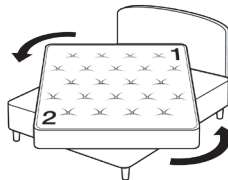
## Expect body impressions

- Most people tend to sleep in the same position on their mattress every night. Body impressions are therefore a normal occurrence and a positive indication that the generous amount of upholstery fillings used in Hypnos mattresses and toppers are conforming to your body's unique shape, weight and sleeping pattern.
- These upholstery fillings will settle and dip in the area where you sleep, which can leave a ridge in the centre of the mattress (this will be more noticeable in larger mattresses).
- Your mattress must be rotated and turned as indicated below to minimise body impressions.
- Shake and plump a topper or zipped topper at the same time as rotating and turning your mattress to minimise body impressions.

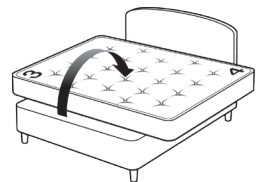
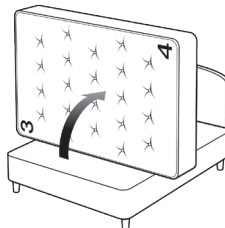
## Rotating and turning your mattress

- In the case of Seasonal Turn mattresses, rotating and turning the mattress over periodically will encourage the upholstery fillings to settle more evenly.
- It is recommended to rotate and turn your mattress once a week during the first 3 months and thereafter with the seasons.

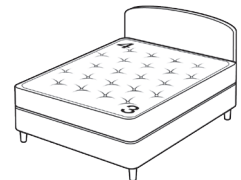
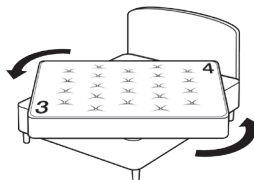
### A. Rotate the mattress through 90°



### B. Turn the mattress over



### C. Rotate the mattress through a further 90°



- **Warmer and Cooler sided mattresses** – After the first 3 months of rotating and turning your mattress you should choose which of the warmer or cooler sides best fits with the current season then rotate monthly thereafter and turn twice a year.
- **One-piece dual tension mattresses** – You should turn them from head to foot only, in order to maintain your correct sleeping side.
- **No Turn and Pillow Top mattresses** – Simply rotate your mattress end-to-end once a week during the first 3 months and thereafter with the seasons.
- **Zippered mattresses** – In the case of zip and linked beds please unfasten the mattress before rotating and turning.
- **Handling your mattress** – Never attempt to fold or roll your mattress, even for a short period of time. Your mattress is designed and constructed for use only in a flat position. Please always store your mattress in a flat position. This also applies if you are transporting your mattress, for example when moving house.
- **Warning** – You should not attempt to turn or rotate the mattress by yourself. We recommend that you seek assistance. Apart from the risk of personal injury to yourself, you also risk damaging the pocket springs should you bend or roll the mattress. This would invalidate the guarantee.
- **Warning** – Do not use the handles to lift or carry the mattress. The sewn on handles are intended to help rotate and position the mattress while lying flat on the divan base. Handles sewn to a mattress are not designed to support the full weight of the mattress and you would risk damaging the border upholstery. This would invalidate the guarantee.

## Airing your mattress and topper

- It is important to let your mattress breathe to allow body moisture to dissipate.
- Air your mattress on a weekly basis – simply leave the bed linen turned back for a few hours each time and allow air to circulate around and through the mattress.



## Cleaning your mattress

- Clean your mattress every other month with a soft brush to keep it clear of dust and fluff – do not use a vacuum cleaner as this will unduly disturb the upholstery fillings.
- Treat spills and stains immediately using dry towels or paper towels.
- Do not use detergents or chemical cleaners as this may bleach or damage the fabric.

## Mattress usage

- In order to maximise the consistent shape and support around the perimeter of your mattress please do not sit on the edge of the mattress.
- Please do not stand on your bed or allow children to treat it as a trampoline – this applies equally to the mattress and the divan base.
- Do not remove any sewn-in labels – these contain care, quality and content details vital to the guarantee.

## Remember...

- Do not forget to register your guarantee online:  
[www.hypnosbeds.com/care/registration](http://www.hypnosbeds.com/care/registration)
- Like us on:  /hypnosbeds and follow us on:  @hypnosbeds
- Do not forget to invest in a mattress protector.
- Also, remember to check out the top 10 sleep tips on our website:  
[www.hypnosbeds.com/sleep-tips](http://www.hypnosbeds.com/sleep-tips)



# Guarantee

**The Hypnos brand symbolises the highest standards in design, materials and craftsmanship. However, to give you further peace of mind, your Hypnos mattress and divans carry an unparalleled 10 year guarantee from the date of purchase.**

In the unlikely event that a defect arises through proven material failure or faulty workmanship then Hypnos guarantees to make good or replace the mattress or divan bases in question on the following basis:

**The following conditions apply to the guarantee:**

- This guarantee applies only to goods purchased from an authorised retailer.
- Any claim must be submitted in writing by the original purchaser to the supplying retailer within one month of the apparent defect becoming evident.
- Under the law, the Contract of Sale exists between the retailer and the consumer. Consequently, any claims made under this guarantee must be made through the retailer from whom the bed was purchased. If your retailer is no longer in business then please contact Hypnos Customer Service at [customerservice@hypnosbeds.com](mailto:customerservice@hypnosbeds.com)
- The claim must be supported by proof of purchase – original invoice or sales receipt.
- In the event of a dispute, Hypnos may request a third party inspection of the products by a recognised and qualified organisation such as FIRA (Furniture Industry Research Association) before agreeing to carry out repairs / replacements.



- Hypnos will arrange transport and cover transportation costs of any faulty goods, from and to the delivery address on the original invoice or sales receipt, and our workshops.
- If the product in question has been discontinued and cannot be repaired, then Hypnos reserves the right to supply an equivalent alternative.
- The guarantee does not apply if Hypnos' bed care guide has not been followed; where there is evidence of inappropriate use or abuse of the product; if the products are soiled or are unhygienic; where a mattress has been used with an unsuitable base.
- Following a repair, the guarantee will remain valid from the date of the original purchase.
- Headboards and pillows are guaranteed for 1 year.
- Metal 'opening' mechanisms within guest beds and super storage divan bases are guaranteed for 1 year.
- This guarantee is not transferrable.
- The terms of this guarantee are governed by English law.
- The guarantee does not affect your statutory rights.

**REGISTER NOW**

By completing the registration form opposite you will automatically enter a competition for a chance to

**WIN**  
2 luxury  
wool pillows

The monthly prize draw will ensure that one lucky winner receives 2 luxury Hypnos wool pillows.\*

Visit our website to see our full range of luxury bedding.

\*RRP £90 each, Standard size of 50cm x 75cm

**[www.hypnosbeds.com](http://www.hypnosbeds.com)**







# Register now to activate your 10 year Guarantee



To activate the 10 year guarantee simply complete the online registration form at [www.hypnosbeds.com/care/registration](http://www.hypnosbeds.com/care/registration)



Alternatively complete both sides of this registration form, cut it out, place it in an envelope, affix a stamp and send to the address below:

Marketing Department, Hypnos Limited,  
Longwick Road, Princes Risborough,  
Buckinghamshire HP27 9RS



Please complete this form using Block Capital letters.

## About you

Mr/Miss/Mrs	First name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
Postcode		
<input type="text"/>		
Telephone number (please include STD code)		
<input type="text"/>		
Email		
<input type="text"/>		
<input type="text"/>		
Your age (please tick)		
<input type="checkbox"/> Up to 29	<input type="checkbox"/> 30-39	<input type="checkbox"/> 40-49
<input type="checkbox"/> 50-59	<input type="checkbox"/> 60+	

Data Protection: Hypnos or our carefully selected partners would like to keep you up-to-date with information regarding how to improve your sleep; new products and special offers. By providing us with your postal address or email address you consent to being contacted by these methods from time to time. If you do not wish to receive marketing information from Hypnos please tick this box  or from our selected partners please tick this box

# About your Hypnos purchase

What was purchased? (please tick one of below)

Mattress only     Mattress and divan     Mattress, divan and headboard

Age of product being replaced?   years

Did you purchase any other sleep extras for your bed?

Mattress Protector     Duvet     Pillowcases / sheets

Pillow     Pillow quantity

Pillow type

Did you try the bed before you purchased it?     Yes     No

Main reason for buying a new bed? (please tick one of below)

Moved home     Old and worn bed     Slept on Hypnos hotel bed

Wanted more comfort     Wanted more back support     Wanted different size bed

Name of product purchased and comfort level (usually as mattress label)

Product size     Single     Double     Kingsize     Super Kingsize     Special size

Delivery date  /  /     Price paid £    .

# About your retailer

Purchased from (please tick one of below)

Retail shop / showroom     Online website     Catalogue

Name of retailer where product was purchased

Town name or location of retail shop

How did you rate your overall buying and service experience? (please tick one of below)

Unsatisfactory     Satisfactory     Very Good

# And finally...

What influenced your decision to buy Hypnos? (please tick one of below)

Hypnos advertising     Retailer advertising     I already have Hypnos beds

Hypnos website     Recommended by friend     Slept on Hypnos bed in a hotel

Online research     Recommended by retailer     In store comfort test



BY APPOINTMENT TO  
HER MAJESTY  
QUEEN ELIZABETH II  
BEDDING AND UPHOLSTERY  
MANUFACTURERS

# HYPNOS®

THE MOST COMFORTABLE BEDS IN THE WORLD

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