A.H.BEARD

PREMIUM SLEEP SINCE 1899

Bed Care Guide and Guarantee

Register now to activate your guarantee

ahbeard.com/register-your-product

Thank You

A.H. Beard is committed to helping you get a better night's sleep. Thank you for purchasing an A.H. Beard mattress. We are confident that it will provide you with restful and rejuvenating sleep for years to come.

Upon delivery

Your mattress is made with all new materials that may release a slight smell, this is normal and not a cause for concern. Once your new mattress has been removed from its plastic packaging, leave it uncovered in a well-ventilated room to allow any odours to dissipate.

Please dispose of the plastic packaging and other materials responsibly. Keep the plastic bag away from children to avoid the danger of suffocation or other injuries.

To help us provide you with fast and efficient service, we recommend you register your A.H. Beard purchase online at **ahbeard.com/register**.

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Getting to know your new mattress

It can take a little while to get used to the level of comfort and support provided by your new mattress. If you have been sleeping on a different type of mattress, the materials of your new mattress may feel quite different from what you are used to using.

Your new mattress may also feel a little different to the one you tried in the store. The mattresses on display in retail stores have been tried and tested by customers over several months, resulting in the various components settling.

Similarly, if you are using your new mattress on a different base from the store, this can alter the final level of comfort and support you experience at home.

It is important not to confuse “uncomfortable” with “unfamiliar” when getting to know your new mattress. We recommend that you sleep on your new mattress for at least four weeks to allow the comfort materials to respond to your unique shape, size and sleeping positions and for your body to adjust to the benefits of your new mattress.

Some A.H. Beard mattresses contain luxurious comfort materials that help minimise pressure points by allowing the sleeper to sink slightly into the uppermost layers of the mattress. As a result, more of the mattress is in contact with your body, which may cause you to feel warmer.

A firmer mattress with fewer soft comfort layers will keep your body resting on top of the mattress rather than being cradled by it, and it may feel cooler.

Caring for your mattress

By following these care guidelines, you can expect your mattress to provide comfort and support for many years.

- Do not stand or jump on your mattress or base.
- Do not bend or fold your mattress.

Mattress protection

- Always use a good quality mattress protector to ensure a fresh and hygienic night's sleep and to protect your mattress from spills and stains. Failure to use a mattress protector could void your guarantee. In the unlikely event that your mattress needs to be returned to A.H. Beard for repairs, we may require it to be sanitised by an accredited service at your expense to ensure the health and safety of our team.
- Leave your mattress to breathe regularly to allow body moisture to dissipate. Simply leave the bedlinen turned back for a few hours to allow air to circulate around and through the mattress.

Rotating your mattress

- We recommend that you rotate your new mattress end-to-end every two weeks during the first four months, and monthly thereafter, to ensure more even wear. If your mattress has handles, these can be used to rotate it, but are not designed to carry the full weight of the mattress. Do not use the handles to lift and carry the mattress, as this may cause damage and will void the guarantee.
- To help minimise body impressions, we recommend that you use the **entire sleep surface**, including the middle. This will help to even out the settling across the surface of the mattress.

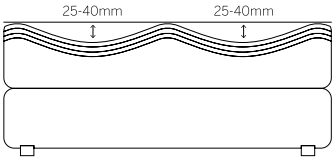
Use a suitable, supportive base

- Use a supportive base with your new mattress. A.H. Beard's timber platform bases provide the best possible support for your new mattress, to prolong its life and ensure the most comfortable sleep experience. We recommend that you do not use an old base with a new mattress, as both parts of your sleep set work together to provide you with optimum comfort and support.
- A.H. Beard's adjustable bases also provide a strong supportive foundation for your new mattress, with the added benefit of articulation. An adjustable base allows you to find your perfect position for sleeping or relaxing. It may help ease lower back pain, improve circulation and may assist with other conditions such as snoring, reflux and swelling. For more information on our range of adjustable bases, visit **www.ahbeard.com.**
- Be sure that the legs are screwed in tightly and checked each year or as required.

- If you are using a slat base or timber slatted bedframe with your new mattress, we recommend that the slats are no more than 15cm apart, and have a centre support rail and leg to ensure suitable support for your mattress. Flexible (convex arching) slats can lose their resilience over time, becoming concave. They should be rotated from high load areas (such as the centre third of your mattress) to low load areas (head/foot) and replaced regularly. Failure to use a suitable foundation may result in quality issues that will not be covered by your guarantee.
- If using a solid panel base, ensure that it has ventilation holes to allow adequate air circulation.
- If you have purchased an A.H. Beard base with drawers, please note that these drawers have been designed to hold lightweight items only, with each drawer carrying a maximum load of 30kg. Do not overload the drawers as this may cause damage.

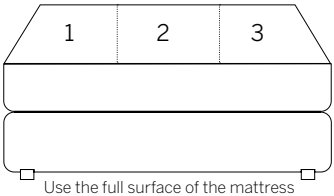
Body impressions

- Most people tend to sleep in the same area of their mattress each night, therefore you may notice visible indentations over time. These indentations, sometimes referred to as body signature or body impressions, are the result of the comfort layers responding to your body shape. Indentations of up to 40mm on a pillow-top mattress, and 25mm on a non-pillow top mattress, are considered a normal characteristic of mattress performance.



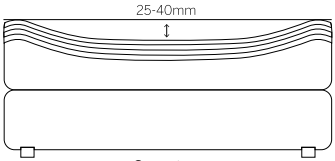
Normal levels of body impressions

- As the comfort materials settle and dip slightly in the area where you sleep, this can leave a raised area in the centre of the mattress. This will be more noticeable on larger mattresses. This uneven wear on the mattress surface is deemed "fair wear and tear" and is not considered to be a fault under the conditions of the mattress guarantee.
- To minimise the ridge in the middle of the mattress ensure that you use the entire sleep surface. This will help the mattress to settle evenly.



Use the full surface of the mattress

- To help minimise body impressions, we recommend that you rotate your new mattress end-to-end every two weeks during the first four months, and monthly thereafter. This will help to even out the settling across the surface of the mattress. Always get someone to help you rotate the mattress to prevent personal injury and damage to the mattress.



Sagging

Sizing tolerance

Due to the nature of mattress manufacturing, achieving precise size specifications is not always possible. Variances of up to 25mm in length and/or width are normal due to the springs and various components used in the handmade manufacuring process.

Please note:

- Your mattress may be equal to, slightly smaller, or slightly larger than the specified dimensions, within the allowable tolerance.
- This tolerance ensures the mattress will still fit the intended bed frame or base comfortably.

Cleaning your mattress

Gently vacuum your mattress regularly with a soft brush attachment. Do not wet your mattress as it may damage the comfort layers and spring unit. This may void your guarantee. Spills should be dried immediately. Failure to keep your mattress clean and free from stains may void your guarantee, as it poses a health and safety risk to our team should your mattress need to be returned for inspection or repairs. We recommend you use a mattress protector.

Storing your mattress when not in use

Store your mattress in a cool, dry place out of direct sunlight. Cover your mattress to keep it free from dust. Spring mattresses can be stored upright; however, storing your mattress flat is recommended to protect the comfort layers from potential damage. Do not lean anything against your mattress.

If your mattress is hand-tufted, or contains latex or gel, it should be stored flat with nothing placed on top. We recommend storing your mattress in an appropriate mattress bag. Mattress bags and boxes can be purchased from A.H. Beard.

Tips for a better night's sleep



Create the ideal environment for sleep



Keep your bedroom cool and dark. The ideal temperature for sleep is 18 – 22C



Use breathable bed linen, such as cotton or Tencel®



Make sleep a priority



Keep a regular sleep-wake schedule



Nap only when needed



Eat right, but not right before bedtime



Exercise regularly, but not too close to bedtime



Avoid stimulants, and steer clear of caffeine in the afternoon



Create a wind down routine in preparation for sleep



Power down electronic devices an hour before bedtime

To learn more click on the icons or visit **ahbeard.com/sleep-wellness/**

Guarantee

A.H. Beard has been setting the standard for quality bedding since 1899. However, in the unlikely event that a product fails to meet our high standards, A.H. Beard offers a guarantee to the original purchaser to repair the product against faulty workmanship and materials.

The guarantee period for your product is indicated on the product law tag (production label) sewn into the head of the mattress or base. If the label has been damaged or removed, or the guarantee period is unclear, please contact A.H. Beard customer care for clarification.

To make a claim under this guarantee you must retain your original receipt as proof of purchase.

Rights under this Guarantee

A.H. Beard provides the original purchaser of this product a guarantee against defects in workmanship and materials. The guarantee period is indicated on the product law tag and commences from the date of your original Tax Invoice.

If, during the guarantee period, a defect caused by faulty workmanship or materials appears, A.H. Beard will repair your mattress or base within a reasonable time after receiving your valid guarantee claim.

If a product is replaced during this quality guarantee, the guarantee period for the replacement product expires on the same date as the original product purchase date.

The following conditions apply to the guarantee:

- The guarantee applies to the original purchaser. The guarantee period commences on the date of purchase of this product.
- A.H. Beard must be notified of the defect within 30 days of it appearing.
- To make a claim under this guarantee, you must provide A.H. Beard with your full name and address, details of the defect, and your original receipt as proof of purchase.
- If identical materials are not available at the time A.H. Beard repairs your mattress or base under this guarantee, A.H. Beard reserves the right to substitute materials of comparable quality.

An in-home inspection may be required to determine if a manufacturing fault exists. If no fault with materials or workmanship is found, you can request a comprehensive inspection at the nearest A.H. Beard facility. A freight charge may be applicable. If, upon inspection at our facility, the product fails to meet our specifications, this fee will be refunded in full and your product will be repaired at no charge.

How long does my Guarantee last?
A.H. Beard Commercial and Retail mattress ranges will have a guarantee period subjet to the product/model purchased. Guarantee periods can vary from 1 to 15 years. This can be verified by the production law tag sewn into the product.

15 Years

- A.H. Beard Signature Collection mattresses
- Harrison Spinks by A.H. Beard range of mattresses
- Body Balance by A.H. Beard range of mattresses (excluding Integra and Integra Plus Range)

10 Years

- Mattresses for private use
- A.H. Beard Origins range of mattresses
- Body Balance by A.H. Beard Integra and Integra Plus mattress range
- A.H. Beard Adjustable Base Range

Other A.H. Beard Products

- All A.H. Beard Sleep Tech products come with a 1 year guarantee
- A.H. Beard pillows have a 2 year guarantee
- A.H. Beard Commercial mattress ranges will have the guarantee period noted on the product labels
- A.H. Beard Adjustable Bases warranty information is contained in the user manual.

To help us provide you with fast and efficient service, we recommend you register your mattress purchase online at **www.ahbeard.com/register-your-product**

The following conditions apply to the guarantee:

- The guarantee does not apply if, upon inspection by A.H. Beard, the mattress is found to be stained or in an unsanitary condition.
- The guarantee does not apply if A.H. Beard's guide for **caring for your bed on page 4** has not been followed.
- The terms and conditions of this guarantee are valid from the date of publishing. A.H. Beard reserves the right to prospectively change the terms and conditions hereof at any time, without suppling any further notification.

This guarantee does not cover:

- Normal wear and tear, body impressions, or damage caused by mishandling, abuse, misuse or negligence including folding, bending, standing or jumping on the mattress or base.
- Any use of this product other than the use for which it was originally intended.
- Any commercial use including holiday rentals.
- Mattresses designed for domestic use and used in commercial environments, including holiday rentals, are not covered.
- Except as expressly stated, this guarantee does not include any right to be reimbursed or compensated for physical or financial injury, loss, damage, expense, time or inconvenience (whether direct or indirect) arising out of the occurrence of the defect in the mattress or base or your inability to use the mattress or base.
- Minor manufacturing imperfections that do not impact the performance or comfort of the mattress or base, such as missed stitches in the quilting.
- Sanitisation of the mattress in the event that it is stained. You must arrange sanitisation of your mattress prior to any service and provide a receipt for the service.

Responsibility for returning products

Consumers are responsible for returning products that can be posted or easily returned.

Businesses are responsible for paying for the shipping costs or collecting faulty products that are large, heavy or hard to remove, such as:

- Widescreen televisions
- beds
- installed appliances, like stoves or dishwashers
- extension ladders stuck in an extended position.

This must be done within a reasonable time.

This section is per the ACCC Guidelines. For reference, please follow this link:

ACCC Copyright Guidelines

How to make a claim

What to do if you notice a fault or defect with your A.H. Beard product

Before contacting A.H. Beard to notify us of a possible fault with your mattress, ensure that it is in a sanitary condition. Please refer to the note below for more details.



Notify us of the issue at **ahbeard.com/contact/**

Click on 'Warranty Claim' and complete the online form. Attach a photo or scanned copy of your purchase receipt, and photos of the fault if possible. This will help us resolve the issue more quickly.

A representative from A.H. Beard's Customer Care team will be in touch within two business days to arrange a service call to investigate the issue.



OR

Call A.H. Beard's Customer Care team to notify us of the issue. Be sure to have your mattress model details and purchase receipt handy before calling.
Australia: 1300 654 000

Note: If, upon inspection by A.H. Beard, your mattress is found to be in a stained or unsanitary condition, A.H. Beard requires that it be sanitised by an accredited mattress cleaning service before it can be collected for inspection. You must present the sanitisation receipt to our driver before the mattress will be collected and returned to A.H. Beard for inspection or repair.

What happens next?

A representative from A.H. Beard's Customer Care team will call you to discuss your claim.

We will first determine whether the issue is due to faulty workmanship or materials. If a fault is evident, we will collect your mattress and return it to our facility for repair.

If a fault is not evident, an A.H. Beard inspector will come to your home to assess the mattress or base and determine the next steps. In the event you disagree with our inspector's assessment, your mattress will be returned to our facility for further inspection. We will provide you with a loan mattress if required while you are without your mattress. A transport fee applies. **See page 10**.

A.H. Beard will conduct a thorough inspection of your mattress and provide you with a detailed report. Should faulty workmanship or materials be found, we will repair your mattress and refund the initial transportation fee. Please note that you will still bear the cost of sanitisation.

If we do not find evidence of faulty materials or workmanship, a Customer Care representative will call to discuss the options available to you.

A.H. BEARD

PREMIUM SLEEP SINCE 1899

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