

MATTRESSES DESIGNED WITH YOUR  
ORTHOPAEDIC WELLNESS IN MIND

WARRANTY BOOKLET



## CONGRATULATIONS WITH YOUR CHOICE INVESTING IN A MEDI-SPINE™ PRODUCT

Your MEDI-SPINE™ mattress is not just a mattress but a whole sleeping sensation. Its construction is unique and very different to any other mattress.

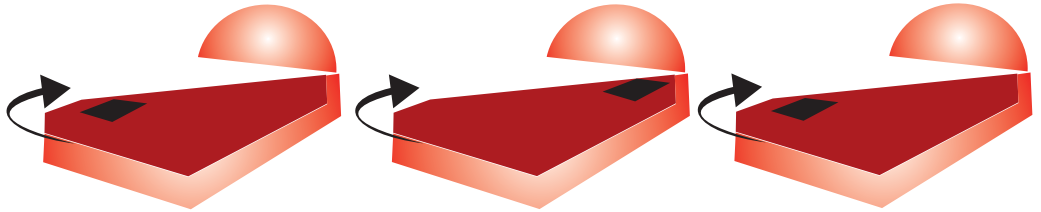
Give yourself a few weeks to adjust to your new MEDI-SPINE™ mattress as your old mattress may have caused wrong posture alignment and your body will need some time to adjust to the correct spine alignment that MEDI-SPINE™ products provide.

### DO AND DON'TS OF MATTRESS CARE

Follow these instructions to get the most out of your MEDI-SPINE™ product.

- Upon removing your package give your new base set some time to "air".
  - Please do not leave packaging near children.
  - Keep your mattress & bedding clean. Make use of a mattress protector.
  - When moving your mattress always carry your mattress on its side.
  - Do not bend, fold or roll the mattress as distortion of the spring system will occur.
  - Replace your foundation when purchasing a new MEDI-SPINE™ mattress.
  - Do not jump, walk or stand on your mattress as it is built for sleeping purposes only.
  - Don't smoke in bed. This could be a potential fire hazard.
  - Don't iron on top of the mattress.
  - To prolong the life of your Medi+Edge support, do not sit on the side of your mattress. .
- The purpose of the side supports is to increase the sleeping surf

### TO PROLONG THE LIFE OF YOUR MATTRESS PLEASE MAKE USE OF THE TURNING SEQUENCE AS SHOWN BELOW.



Please turn/flip the mattress every two weeks for the first 3 months and thereafter on a regular basis as shown in the pictures. If you have bought a "Do Not Turn Your Mattress" please rotate your mattress as shown in the picture above, but do not turn or flip your mattress over. Do not attempt to sleep on the non-sleep surface of the mattress, as it is not made for that purpose. If body impressions occur in between rotations feel free to rotate the mattress more frequently. Do not turn/flip the mattress by yourself (always ask someone to assist) as a heavy mattress may cause personal injury or may damage the mattress.

### BODY IMPRESSIONS

Our mattresses are built with multiple upholstery layers and fillings. These layers are designed to conform to your bodies individual contours and to support you where you need it most ensuring, correct spinal alignment.

Body impressions of up to 3cm are a perfectly normal occurrence in the superior performance of the mattress and not a structural defect, but allows perfect weight distribution while conforming to your body's contours. The Medi+Spine warranty only covers body impressions greater than 35mm deep.

Body impressions will be more noticeable in the mornings as the surface has been depressed for hours, it will also be more noticeable on Queen and King sizes.

Body impressions should be understood in the same way as using your couch or your car. Your favorite place on your couch will take more punishment than the rest of your couch, also there will be more wear and tear on the driver's seat of your car due to frequent use. In the same way the sleeping sides of your mattress will show body impressions because of continual use and a rift in the middle occurs because no one sleeps there, this is not a defect.

Should you prefer no rift in the middle of your mattress please ensure that you sleep in the middle of your mattress as well, the result will be that the foam in the middle of the mattress will be slept in and the rift will disappear.



## THE GUARANTEE / SERVICE WARRANTY DOES NOT COVER:

- The costs of transporting the product to and from the factory incurred in repairing or replacing the product.
- Inspection costs when inspections have to be done at the customer's home.
- The mattress or base covering material or quilting.
- Colour change of material of either the mattress or base.
- Treatments such as Anti-Mozzi, Lemon Fresh etc. Lifespan is not covered by the products guarantee or warranty, it is merely an added benefit.
- Damage caused to the sides of the mattress border material. For example if you slide your mattress on its side on the floor so that the material damages to the extent that the wire comes through the sides of the mattress. Wire coming through the sides of the mattress after 4 months of use will be deemed customer abuse.
- Cloth handles, mattress tape edging, mattress stitching and foundation stitching pulling loose after 4 months of purchase.
- Products height or linen fit. Thicker mattresses may require extra deep fitted sheets.
- Suitability for a person's specific medical condition and or comfort or firmness preferences.
- Normal body impressions up to 3cm – These are normal occurrences in your MEDI-SPINE™ mattress and are an indication of the natural setting of the fillings conforming to your body's contour and weight distribution.
- Please do not pull on your air ventilators as they will come loose in the proses which is constituted as customer abuse and not a valid warranty claim.

MEDI-SPINE™ reserves the right to substitute materials or products of equal quality should the original no longer be available.

- Only faulty items will be repaired or exchanged in the base set.
- MEDI-SPINE™ will reserve the right to replace or repair either the mattress or base at its sole discretion.

**The guarantee covers product failure caused by defective workmanship or defective materials ONLY.**

## THE GUARANTEE/SERVICE WARRANTY BECOMES VOID IF:

The mattress is not supported by a MEDI-SPINE™ Foundation (Base).

In the event that MEDI-SPINE™ repairs or replaces the mattress or foundation, this limited warranty/guarantee will not be renewable nor extended.

MEDI-SPINE™ reserves the right not to handle items for repair or replacement if in its opinion they are found to be in an unsanitary condition.

- If the product is found in an unsanitary/stained/burnt/torn or dirty condition.
- Goods with no proof of original invoice (the warranty/guarantee only extends to the original purchaser of the product from an authorized dealer).
- If the products identification labels have been removed.
- If the product has been abused or damaged in any way (bent border wire, jumping on, walking on or bending the product).
- If an inappropriate foundation has been used.
- Any fabric protector additive applied nullifies this warranty.
- Damage caused by the use of an electric blanket, as high temperature will cause fillings in the upholstery to compress and sag.
- If the persons sleeping on the mattress weighs more than the indicated weight limit on the label of the mattress. The mattress is designed to perform at its best to the max kg displayed on the label, kg displayed applies per person with a maximum of two persons.
- If your mattress gets wet – this may affect the filling layers causing them to compress and become damaged.
- If handles are used to carry/pull or to pick up your mattress. Handles torn loose or pulled off/out of the mattress is customer abuse. Any tearing that may occur by the handles is not deemed as a factory fault but as abuse.

Use the handles of the mattress Only to adjust the mattress on the foundation



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## HOW THE GUARANTEE AND WARRANTY WORKS

### The Guaranteed Repair or Replacement Period.

This is a factory guarantee against faulty workmanship and faulty components. If we are satisfied that the workmanship or components are faulty we will repair or replace the product.

### Service Warranty Period.

The cost of repair or replacement will be borne by the customer on a pro rata basis for the remainder of the Service Warranty Period.

Calculating your charges is quite simple: ( Purchase price plus a 10% yearly increase)

Divide your dealer's current retail price by the total limited warranty, then multiply by the number of years since your purchase date on your original proof of purchase.

(Current retail price = Purchase price plus a 10% yearly increase)

For Example:

The current retail price R7999-00 / Total limited warranty 20 years = R7999/20  
= R399.95

Number of years since the purchasing date= 5 years

Charge for repair or replacement (R399.95 x 5 Years)= R1999.75\*

\*Excludes Transport Cost.

\*The Customer is responsible for the transportation costs to our nearest factory.

The lifetime warranty is covered in its first period up to 20 years. The second period will accumulate year after year as the years progress after 20 years have past.

If the MEDI-SPINE™ product purchased is no longer available MEDI-SPINE™ will use the current retail price on a product with the same quality.

This warranty/ guarantee is applicable in Southern Africa only.

Any queries, questions or compliments regarding your Medi+Spine product?

Please visit us at: [www.medispine.co.za](http://www.medispine.co.za)  
Or e-mail: [customerservice@medispine.co.za](mailto:customerservice@medispine.co.za)



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