



The secret to a great night's sleep



The secret to a great night's sleep

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Silentnight Brands reserves the right to modify product specifications at any time.



Thank you for purchasing from Silentnight.
Warranty and care instructions booklet.

Dec 2016



The secret to
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Contents

Thanks for purchasing your new Silentnight bed or mattress. Please keep this booklet safe as it carries important information on your warranty and care instructions for your new bed or mattress.

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"We've been part of the Silentnight story since 1986."



Warranty Conditions

Under the law, the Contract of Sale exists between the retailer/store and the consumer. Consequently, if you have cause to complain, please contact your retailer giving proof of purchase and outlining the nature of your complaint. If the warranty conditions have been satisfied, the retailer will then liaise with Silentnight Brands on your behalf.

- The mattress must be turned regularly, as per the Care Instructions, thereby minimising the settlement of the cushioning layers.
 - The exception is a 'No Turn' mattress, which will usually be specified on the mattress label. For further details about 'No Turn' mattresses, which requires rotation only please see the Care Instructions on pages 3 and 4.
 - If your mattress is 'No Turn' you should use the sleeping surface only (the side with the mattress label).
 - We are unable to accept returned items that are soiled or unhygienic. Therefore, please ensure that you use a mattress protector/cover from the first day of use.
- The guarantee is void if a fault results from misuse of the product. Examples of misuse would include (but are not limited to):
 - ▶ Use without bed linen.
 - ▶ Subjecting the product to excessive wear and tear e.g. jumping up and down on the bed.
 - ▶ Using a mattress on an old or unsuitable base, or a base for which it was not designed.
 - ▶ Not following the washing instructions on the label attached to the product.
 - ▶ Rolling or bending the mattress.
 - ▶ Overloading the drawers in the base; overloading can cause distortion or damage to drawers and may also cause them to jam. Therefore, mini drawers should not be loaded in excess of 7kg, standard drawers 15kg.

Wherever possible, replacement product will be like for like. However, in the event a particular material or style is no longer available, we reserve the right to substitute appropriately as per our current range.

5 Year Guarantee



Because you have been discerning in choosing Silentnight, we wish to express our appreciation by offering you the security of the very best in terms of product guarantee.

Consequently, if you have purchased a mattress or divan set (a matching base and mattress), in the unlikely event that a problem should arise due to either faulty material or poor workmanship, during the first year from the date of purchase we promise to repair or replace (at our discretion) any part, or all of the product that is defective, completely free of charge. During the second year, replacements will be free of charge but will attract a contribution to the transport costs. In subsequent years, a sliding scale of charges based on usage plus transport costs comes into effect as follows:

2 to 3 years
40% of current retail price

3 to 4 years
60% of current retail price

4 to 5 years
80% of current retail price

Any claim made under this guarantee must be made through the retailer from whom the bed was purchased. Please ensure you retain your receipt as proof of purchase. Any claim must be made no later than 5 years from the date of purchase.

This guarantee applies to goods purchased from an authorised retailer of Silentnight products within the UK and Northern Ireland and, in all instances, applies to product only where it has been used and maintained in accordance with the manufacturer's guidelines and instructions.

Please ensure that you read and comply with the Warranty Conditions (page 1) and Care Instructions (pages 3 and 4).

This guarantee does not affect your statutory rights.

**Silentnight Brands,
P.O. Box 9, Barnoldswick,
Colne, Lancashire
BB18 6BL.**

Care Instructions

Getting used to your bed

Chances are that the springs and upholstery in your old bed were not what they used to be, so your new bed may seem a little strange at first. Please allow time for your body to adjust to your new bed and for the fillings to settle.

Filling settlement is normal

Due to modern day fillings being more sumptuous than their predecessors, settlement within your mattress should be expected and is perfectly normal.

Your new mattress is zoned to complement the human body. As such, you may observe some settlement of the upholstery in the zoned areas where your body weight is greatest. There is no need for concern; it demonstrates that the mattress zones are working as designed, offering optimum support in the zoned areas.

The main causes for settlement are attributed to:

- Extra pressure in areas where body weight is most pronounced.
- Body heat and moisture, which can escalate settlement and slow down the recovery process of the fillings.

Ensuring that your mattress is cared for properly may help to reduce settlement:

- Only use your mattress with a base for which it has been designed.
- Turn your mattress regularly (unless your mattress is 'No Turn' – this will be stated on the mattress label).
- Rotate your mattress top-to-tail so that settlement from body pressures are evenly distributed.
- Air your mattress daily by pulling bed covers back.

It is important to remember that, as with any soft furnishing product, it is unreasonable to expect your mattress not to show settlement after several months of use. Whilst fillings may settle over time, the support system within your mattress will ensure that you receive many years of comfort from your mattress.

Let your mattress breathe

After its removal from the packaging, please leave your bed uncovered for a few hours to allow any condensation to escape. To avoid risk of suffocation, please ensure that the polythene bag is well out of reach of small children.

Turn and rotate your mattress regularly

Unless you have bought a single sided 'No Turn' mattress, which will be indicated on the mattress label, it is important that you turn your mattress over and rotate it from top-to-tail once a week for the first two or three months and then monthly thereafter.

This will prolong the lifespan of your mattress and ensure even settlement of the fillings. 'No Turn' mattresses should be rotated from top-to-tail periodically to ensure even wear. When turning or rotating your mattress please do not allow it to impact with or fall against the side of the bed as this may damage the spring system. We recommend having assistance when moving a mattress.

Protect your mattress

We recommend that you use a mattress cover, which will protect it from coming into contact with body moisture or other liquids.

Do not use detergents or chemical cleaners

Using detergents or chemical cleaners on your mattress may damage the fabric and stitching.

'Mattress Now' foam recovery

If you have purchased a rolled up mattress, please ensure that you unroll and place it on a bed in a warm room for 24 hours before use. After this time the mattress will fully regain its normal shape. Please note that recovery time will be faster when placed in a warm environment. The mattress cover should not be removed and is not suitable for machine washing.

'Miraform' mattress cover

If you have purchased a Miraform mattress, please ensure you follow the washing instructions on the product. The fabric on the base of the mattress cover is not suitable for washing.

Do not bend or roll your mattress

Bending or rolling your mattress will damage it and invalidate the guarantee.

Softening foam

If this is your first foam mattress, it may take a few days to get used to the feel as it is very different to a traditional spring mattress. Please be aware that slight softening of the foam may occur during the first few weeks but this should not be a cause for concern.

Foam discolouration

Over a period of time, you will notice a yellowing of the foam. This is perfectly normal and is due to the properties within the foam, it will not affect either the quality or performance of your mattress.

Do not overload or overfill drawers

If your bed has drawers, they have been designed to take lightweight items only. Excessive weight can cause distortion or damage to the drawers. Overfilling them may cause them to jam. Maximum weight: Mini drawers - 7kg. Standard drawers - 15kg.

Upholstery

Micro Suede - A fabulously sensual fabric, Micro Suede is soft and durable, making it an extremely popular choice. The fabric is water repellent and dirt resistant. However, should you need to remove any heavier stains, please use a neutral detergent, taking care not to over rub. Rinse with clean, lukewarm water.

Woven Fabrics - Our luxurious woven fabrics have a soft, rich texture. These fabrics should be specialist cleaned only.

Faux Leather - Faux leather has all the look of real leather, but is easy to care for. If you need to clean your faux leather headboard, simply wipe it with a clean, damp cloth.

Bases with Castors or Legs

Assembly Instructions

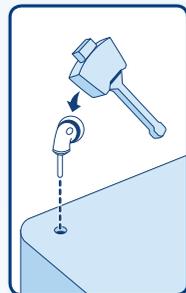
1. Unwrapping:

Carefully remove any cardboard protectors and all packaging staples with pliers to avoid injury. To avoid risk of suffocation, keep all polythene away from children. Please recycle your packaging.

2. Fittings:

Remove the fittings from the bags that are attached to the divan base.

3. Attaching the castors, legs or feet:

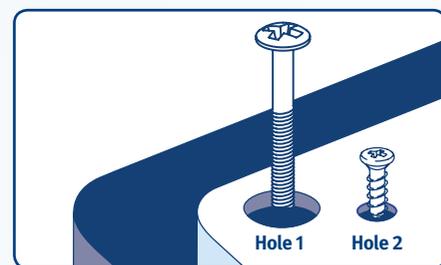


Castors: Push into the corner sockets and gently tap with a wooden mallet until it is fully 'home'. Do not use a metal hammer or object as this may damage the castors or divan base.

Legs: To affix legs, screw bolts into the threaded holes marked 'pierce here for fittings'.

Round Feet: To affix, screw the feet into the marked threaded holes on the base.

Square Feet: To affix, screw the large gold screw into hole 1 as indicated on the diagram. Then screw the silver screw into hole 2. Make sure both screws have been fastened securely. Repeat on all 4 corners.

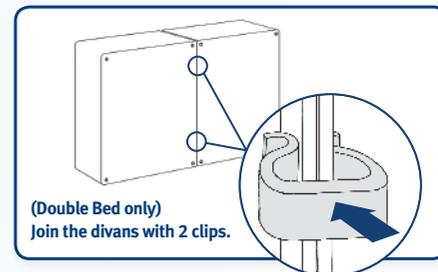


4. Connecting the bases:

The 2 base halves can be connected in one of two ways.

Black Unit Connectors: Position the two divan halves where they are to be used and bring them together ensuring that the black unit connectors are facing each other. Stand to one side of the bed, lift the right hand base approx 100mm, while holding the left hand base in position. Then, squeeze the divan halves together and lower the right hand base ensuring the connectors locate. Repeat on the other side.

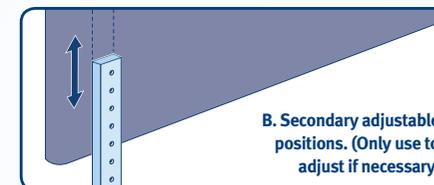
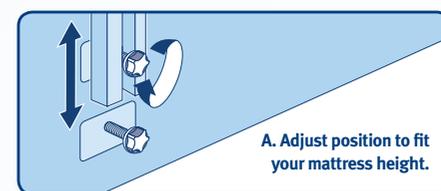
U Clips: Stand the divan halves on their side and attach the u clips as indicated on the diagram below.



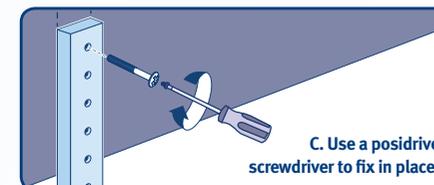
5. Attaching a headboard:

First of all decide which end of the bed is to be used for a headboard, then use scissors to carefully pierce the fabric where the hole can be felt underneath the stickers.

For strutted headboards: Place the headboard bolt into the hole and fasten into place. Lower the headboard into position before fully tightening the bolt.

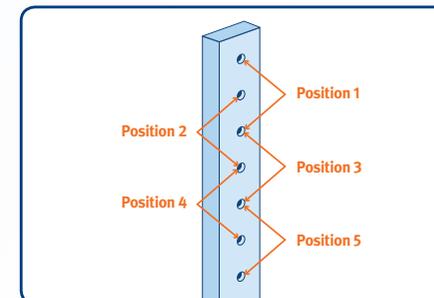


B. Secondary adjustable positions. (Only use to adjust if necessary.)



C. Use a pozidrive screwdriver to fix in place.

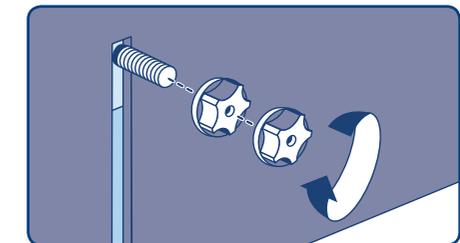
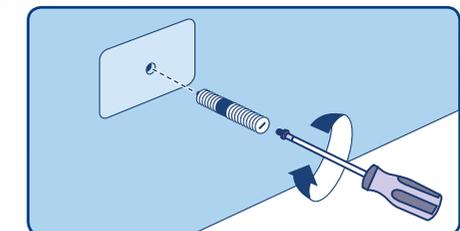
Note that headboard heights can be adjusted, by amending the position of the screws on the back of the board. There are 5 different positions in which you can adjust the height of your board to allow it to sit nicely above your mattress. See diagram below.



For full height headboards: Using scissors, carefully pierce the fabric where the stickers mark the hole in the headboard. Line up the headboard hole with the divan hole, thread the headboard bolt through them both and tighten into position.

If additional fittings have been supplied, please use these instead of the standard fittings issued with the Divan Base. Pierce the Divan with the bolts and screw into the base until the shorter thread is no longer visible. Position the headboard in place*. Place a single plastic cap on each of the bolts and tighten until headboard is

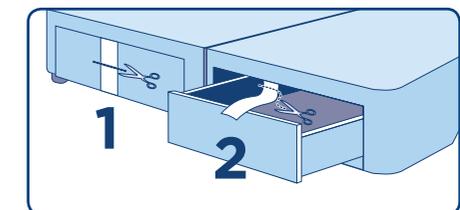
secure. Place a second plastic cap on each of the bolts to prevent them from catching*.



*The additional cap can also be used as a spacer between the Headboard and the Divan. This should only be used as a spacer if the Divan Drawer is restricted from opening by the Headboard.

6. Storage:

To release the drawers, please cut the temporary restraining straps and trim off any excess. Pulling the straps off may tear the fabric.



Do not overload the drawers.

Maximum weight is: Mini drawers – 7kg,
Standard drawers – 15kg.

Adjustable Bases

Assembly Instructions

You will need:

A wooden mallet, pliers, slotted screwdriver and scissors.

To avoid the risk of injury, it is recommended that a minimum of two people assemble and install this product.

1. Unwrapping:

Carefully remove any cardboard protectors and all packaging staples with pliers to avoid injury. Remove red retaining straps from either end of struts with scissors. To avoid risk of suffocation, keep all polythene away from children. Please recycle your packaging.

2. Fittings:

Remove the fittings from the bags that are attached to the underside of the divan base.



3. Attaching the castors or legs:

Castors: Push into the corner sockets and gently tap with a wooden mallet until it is fully 'home'. Do not use a metal hammer or object as this may damage the castors or divan base.
Legs: To affix legs, screw bolts into the marked threaded holes.

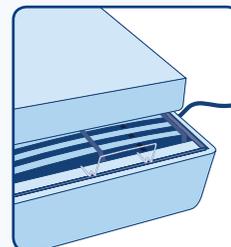
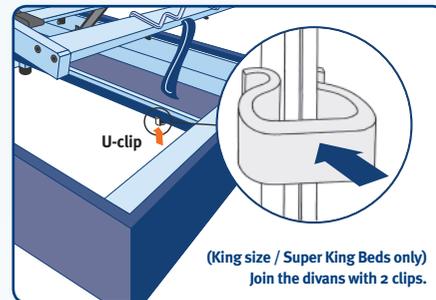
4. Connecting the bases:

Place bases side by side, correctly align and attach headboard. Leave one base free from mattress until bases connected fully.

Fully raise empty adjustable platform at both head and foot end. Switch off power supply and ensure trailing wires and handset do not pose a tripping hazard.

Kneel next to base at head-end of bed and carefully lean into the recess to position first U-clip. Slot clip upwards from beneath the central rails and connect the divan halves. It is recommended that the divans be connected by two people, one of whom should ensure the safety of the person connecting the halves.

Repeat the connection process at the foot-end of the base with the second U-clip. Due to limited extension of the foot-end of the base, it is advised that only the arm be placed inside the base – do not lean inside the raised foot-end of the bed.



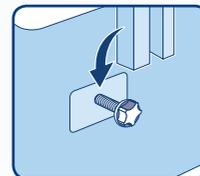
5. Mattress and plug:

Position the bed where it is to be used. Fix the mattress guard at the foot end of the bed (see Fitting the Mattress Guard) and plug into the mains.

6. Attaching a headboard:

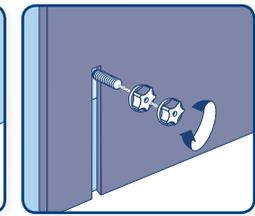
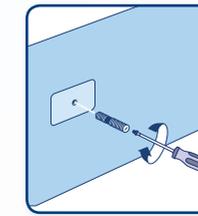
First of all decide which end of the bed is to be used for a headboard, then use scissors to carefully pierce the fabric where the hole can be felt underneath the stickers.

For strutted headboards: Place the headboard bolt into the hole and fasten into place. Lower the headboard into position before fully tightening the bolt.



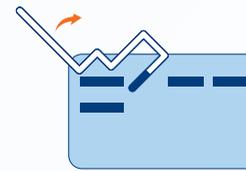
For full height headboards: Using scissors, carefully pierce the fabric where the stickers mark the hole in the headboard. Line up the headboard hole with the divan hole, thread the headboard bolt through them both and tighten into position.

If additional fittings have been supplied, please use these instead of the standard fittings issued with the Divan Base. Pierce the Divan with the bolts and screw into the base until the shorter thread is no longer visible. Position the headboard in place*. Place a single plastic cap on each of the bolts and tighten until headboard is secure. Place a second plastic cap on each of the bolts to prevent them from catching*.



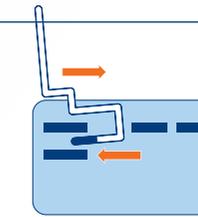
*The additional cap can also be used as a spacer between the Headboard and the Divan. This should only be used as a spacer if the Divan Drawer is restricted from opening by the Headboard.

Fitting the Mattress Guard



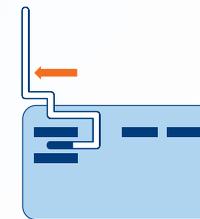
Step 1:

Fix the guard to the first wooden slat by angling it at 45° and hooking it over the slat.



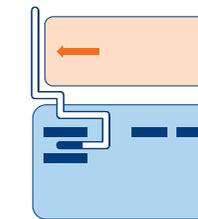
Step 2:

Rotate the guard forward until the bottom edge of the guard hooks round the first slat.



Step 3:

Once the lower edge of the guard has gone around the slat it must be pulled to enclose the slat fully by moving toward the outer edge of the bed.



Step 4:

Once in place the mattress can be placed on the bed where the guard provides a safe enclosure, preventing the mattress from slipping off.



Safety Instructions

- The adjustable mechanism is controlled by a 'Hold-to-Run' control for your safety. However, please be aware that the mechanism will continue to move as long as the directional button is depressed and care should be taken to avoid entrapment of the electrical wire, bedding or hands/fingers when adjusting the base.
- When getting on/off the bed please ensure the leg end of the bed is in a flat/lowered position. It is not necessary to lower the upper/back section of the bed prior to getting on/off the bed.
- Please do not operate the adjustable mechanism without the mattress guard in position on the foot end of the bed. The mattress may not conform to the shape of the base when the mattress is unoccupied and may slip off the foot end of the base if not secured in position with the guard.
- Please ensure children and pets are at a safe distance when the mechanism is in motion to avoid injury.

Footboard Fitting Instructions

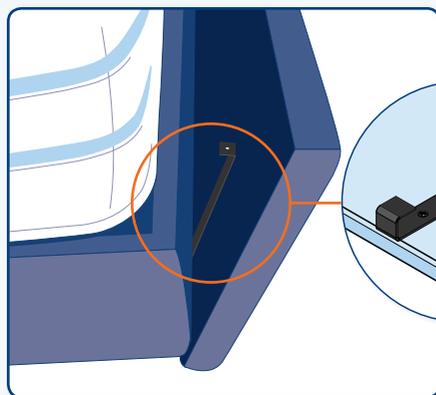
You will need:

A large Phillips or slotted screwdriver.

To avoid the risk of injury, it is recommended that a minimum of two people assemble and install this product.

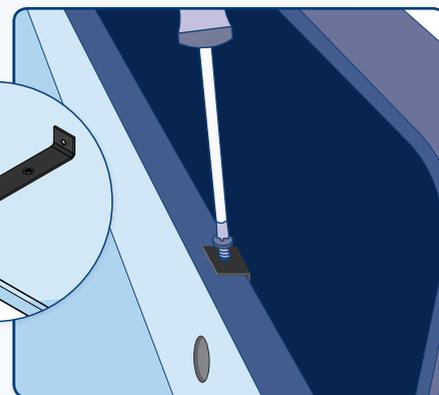
1. Attaching the footboard:

The bottom of the bracket hooks under the base panel on the bed.



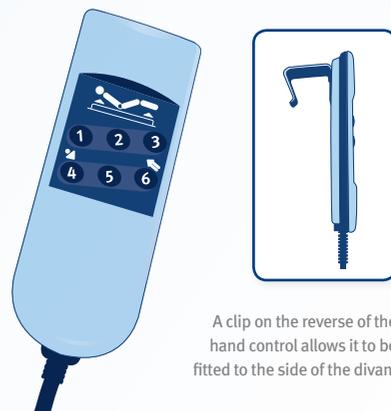
2. Fitting the board to the bed:

The top of the bracket is slotted over the top of the base panel and screwed to secure.



Operating the Hand Control

- | | |
|--|---|
| 1
Press to lift head end | 4
Press to lower head end |
| 2
Press to lift head and feet together | 5
Press to lower head and feet together |
| 3
Press to lift foot end | 6
Press to lower foot end |



Ottoman storage

Important usage instructions

The Ottoman provides the ultimate storage solution helping you maximise your bedroom space. To get the best out of your new bed please follow these instructions at all times.

Cutting the Ottoman strap will cause the Ottoman to open immediately. Please ensure you follow the instructions below.

Unwrapping the Ottoman base:

1. Remove all the polythene and corner card packaging.
2. Remove any proud packaging staples.
3. Stand the divan vertically on the short side.
Please follow attached instructions for full ottoman
4. Before cutting the strap, please note that the lid will open automatically. Allow sufficient space for the lid to open.
5. Cut the strapping.
6. Remove castor pack from inside the Ottoman ensuring all packaging staples are removed & insert the castors.
7. Attach both bases together.
8. Place your mattress on top of the bed.

- Never operate the recliner mechanism without a mattress on the divan base.
- Never allow children or pets to play on or inside the Ottoman divan base.
- Stand clear when opening or closing the Ottoman divan base.
- Ensure bed linen does not get caught within the recliner mechanisms.
- Close the Ottoman divan base by pushing down with both hands centrally on the mattress.
- Do not operate the mechanism while the bed is being used.
- Maximum loading weight is 40kg evenly distributed.

 Stand clear when opening or closing the base

Ottoman

Assembly Instructions

You will need:

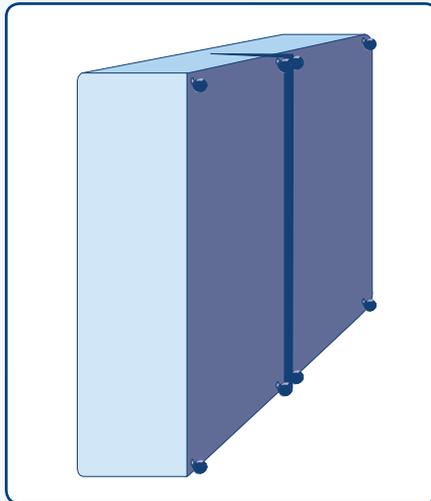
A large Phillips or slotted screwdriver.

To avoid the risk of injury, it is recommended that a minimum of two people assemble and install this product.

These assembly instructions apply to the Ottoman divan base only. Please disregard the plastic clip in the standard Divan half fittings pack. Please use the metal clips to join the Divan and Ottoman halves together.

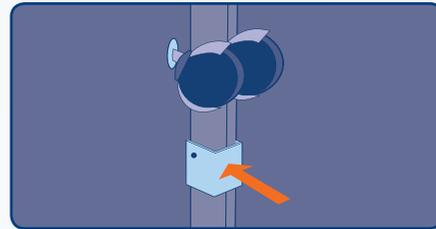
Step 1:

Position the two divan halves on the floor together.



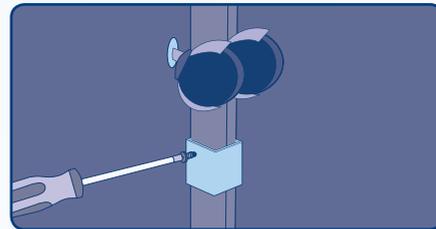
Step 2:

Ensure the metal clips are positioned in the recess of the black undercover.



Step 3:

Use screws provided to fix the clip to the divan.



Please see instructions attached for full ottoman.

You can rely on us to deliver a great night's sleep



We're so confident that our beds and mattresses will provide you with a great night's sleep that they all come with a 5 year guarantee.



All our beds are made in the UK and are tested to British standards.



Silentnight Brands is fully certified by the Forest Stewardship Council® (FSC®). The FSC Chain Of Custody label guarantees that the timber or fibre used in all our divans and headboards come from FSC® certified forests, where trees harvested are replaced or allowed to regenerate naturally.



Silentnight Brands is a full member of the Furniture Industry Sustainability Programme (FISP). FISP is based around sustainable development and was set up by the government with 4 main objectives:

- Social progress that recognises the needs of everyone
- Effective protection of the environment
- Prudent use of natural resources
- Maintenance of high and stable levels of economic growth and development

To become a member of FISP, Silentnight Brands has shown commitment to social, economic and environmental sustainability across the business, including commitments to environmental policy and legal compliance mechanisms for safety, health and environment legislation.



Our advanced onsite testing laboratory has been established for more than 30 years and holds fully certified UKAS ISO 9001 status and independent accreditation with SATRA; the UK's largest and most advanced test house.

Independent accreditation ensures test methods, laboratory standards, staff competence, testing equipment and Silentnight's products meet the standards required under UK legislation for flammability, fitness for purpose and safety. SATRA have accredited 135 laboratories worldwide and Silentnight are one of only 7 accredited laboratories in the UK.