



Activ+ Mattresses & Covers

Warranty & Care Guide

Product	Warranty	What is covered?
Activ+ Mattresses	7 years	Manufacturing defects in materials or workmanship that result in a loss of structural integrity, support, pressure redistribution, or intended product performance under normal use
Stretch-knit Covers (Comfort & Cooling)	2 years	Manufacturing defects in cover materials, stitching, zips, or construction that affect the fit, integrity, or intended performance of the cover
PU Pressure Care Covers	5 years	Manufacturing defects in cover materials, seams, zips, or construction that compromise fluid resistance, cover integrity, or intended product performance

Warranty Exclusions

This warranty does not cover damage, deterioration, or loss of performance resulting from:

- Normal wear and tear, including expected foam softening, compression, changes in firmness, cosmetic wear, and comfort adjustments associated with regular use
- Failure to follow the Care & Maintenance Guide, Instructions for Use, cleaning procedures, inspection requirements, or maintenance recommendations
- Use outside the mattress's intended purpose, user weight capacity, or recommended operating conditions
- Improper handling, misuse, abuse, neglect, or use on an incompatible or inadequately supported bed base or support surface
- Fluid ingress, contamination, mould, mildew, or moisture damage resulting from compromised cover integrity, improper cleaning, or failure to promptly address spills and contamination
- Cuts, tears, punctures, burns, abrasion, or damage caused by sharp objects, equipment, pets, transfers, or external forces
- Damage caused by improper cleaning methods, including steam cleaning, high-pressure cleaning, use of abrasive cleaners, solvents, bleach, or harsh chemicals
- Exposure to excessive heat, direct sunlight, open flame, or environmental conditions that may adversely affect mattress materials or performance
- Damage resulting from folding, compression, improper storage, or handling that causes deformation of the foam core or mattress structure
- Continued use of a mattress or cover after damage has been identified
- Any unauthorised modification, repair, alteration, disassembly, or replacement of mattress or cover components
- Height loss of <20mm due to foam softening with use is a natural occurrence in foam mattresses and does not impact the effectiveness of the product
- Normal changes in foam characteristics, including softening and compression that do not materially affect the mattress's intended support, comfort, pressure redistribution, or functional performance, are not considered manufacturing defects and are not covered under this warranty

Mattresses & Covers Care & Cleaning

Proper care and maintenance will help maximise the comfort, hygiene, pressure redistribution performance, and service life of your Activ+ Hybrid Foam Mattress.

Routine Care

- Inspect the mattress and cover regularly for signs of wear, damage, or contamination
- Ensure the mattress remains clean and dry at all times
- Use the mattress only on a compatible and adequately supported bed base
- Promptly clean spills and contamination
- Ensure the mattress cover is correctly fitted and fully closed during use
- Maintain a clean and well-ventilated sleep environment
- Rotate the mattress periodically if recommended for your specific model

Cleaning

1. Remove any visible soiling as soon as possible
2. Clean the affected area using a soft cloth, warm water, and a mild detergent solution
3. Allow all cleaned surfaces to dry completely before returning the mattress to use

For bodily fluids, spills, or contamination:

- Clean and disinfect the affected area promptly
- Follow the cleaning agent manufacturer's instructions
- Remove any cleaning residue after cleaning
- Ensure all mattress components are completely dry before reuse

Avoid prolonged exposure to moisture, which may affect mattress performance and longevity.

Stretch-knit & Cooling Covers

Stretch-knit and Cooling Covers are designed to promote comfort, breathability, and temperature regulation.

Cleaning Instructions

- Remove the cover where applicable
- Wash in accordance with the sewn-in care label
- Use a mild detergent
- Ensure the cover is completely dry before refitting

Routine Inspection

- Tears, cuts, or punctures
- Damaged seams or zips
- Excessive wear
- Signs of staining or contamination

Do Not

- Use bleach or harsh chemicals
- Use abrasive cleaning products
- Iron the cover
- Expose the cover to excessive heat
- Continue using a damaged cover

PU Pressure Reducing Covers

PU covers provide a fluid-resistant barrier and assist with infection control and mattress protection.

Cleaning Instructions

- Wipe clean using warm water and a mild detergent
- Clean and disinfect in accordance with facility infection-control procedures
- Rinse where required and allow the cover to dry completely before reuse

Routine Inspection

- Cuts, tears, or punctures
- Damaged seams or zips
- Cracking, peeling, or delamination
- Evidence of fluid ingress

If the cover becomes damaged, remove the mattress from service until the cover has been repaired or replaced.

Do Not

- Use abrasive cleaning products
- Use solvents or harsh chemicals
- Use sharp implements during cleaning
- Continue using a cover that has lost its protective integrity

Hybrid Foam Care

The hybrid foam core is protected by the mattress cover and should not require routine cleaning

- Spot clean using a damp cloth and mild cleaning solution
- Gently remove excess moisture
- Allow the foam core to air dry completely in a well-ventilated area

Do Not

- Immerse the foam core in water or other liquids
- Steam clean the foam
- Use high-pressure cleaning equipment
- Fold or compress the mattress for extended periods
- Expose the foam core to direct sunlight or excessive heat
- Return the mattress to use until the foam core is completely dry

Storage & Handling

When not in use:

- Store the mattress flat wherever possible
- Keep in a clean, dry, and well-ventilated environment
- Protect from direct sunlight, excessive heat, and moisture
- Do not place heavy objects on the mattress during storage

When moving the mattress:

- Support the mattress from underneath
- Avoid dragging across rough surfaces
- Avoid contact with sharp objects that may damage the cover

Important Notes

- Prompt cleaning and routine inspection will help maintain mattress performance and hygiene
- Continued use of a damaged mattress or cover may compromise comfort, support, infection control, and product longevity
- Normal softening of foam materials over time is an expected characteristic of the product and does not indicate a manufacturing defect