

Welcome to BY TEMPUR®

Thank you and congratulations on choosing BY TEMPUR®.

After a busy day, your bed should always be something you want to come home to. Way beyond basic memory foam, our TEMPUR® Material adapts so perfectly to your body, you'll think it was made just for you. This guide includes everything you need to know about caring for and getting the best out of your piece of TEMPUR® Magic.

For product specific information, please visit warranty.tempur.com.

When Caring for Your BY TEMPUR® Products

During delivery of your mattress

During shipping, the textile covers of larger items such as mattresses may move from their original position. Once you have unpacked and placed your BY TEMPUR® product, allow some time for the TEMPUR® foam Material to warm up in the ambient air temperature. Then you can simply straighten and smooth the textile cover back into position by hand.

EASE BY TEMPUR®

IMPORTANT: Upon arrival of your EASE BY TEMPUR® mattress, check the label on the box and make sure it is within the required unboxing period at date of purchase. You will be at risk of invalidating your warranty if your mattress is proven to be kept in the tight packaging and unpacked after this date.

You can use your EASE BY TEMPUR® mattress straight away after unpackaging. It can take up to 72 hours (3days) before your EASE BY TEMPUR® mattress has regained its original shape and height. The tight compression of the mattress can cause the cover to crease. This is expected and will disappear as the mattress fully recovers. In some cases, you may be required to wash your cover to remove the creases.

- Always follow the washing instructions on the product label placed inside the mattress cover.

That 'new product' smell

Some people notice a slight odour to their new BY TEMPUR® product once unpacked. This is completely harmless and will disappear after a short period of use. Allow the product to air or 'breathe', preferably uncovered in a well-ventilated area before and after use to speed up this process.

About the TEMPUR® foam Material

The TEMPUR® foam Material is a pressure-relieving surface, engineered with a viscoelastic open cell structure that absorbs and evenly distributes the weight of your body for maximised comfort. The temperature-sensitive properties soften, compresses and conforms to the unique shape and weight of your body at average room temperature for personalised support. The high density of the TEMPUR® foam Material ensures maximum dimensional stability and comfort.

The TEMPUR® foam Material reacts to the thermal impact of the body. The viscoelasticity in the foam material ensures your BY TEMPUR® product returns to its original shape after compression, with a certain built in delay. This delay varies with different temperatures. You can expect a firmer feel in cooler conditions of 18°C or less and the higher the temperature the softer your BY TEMPUR® will feel.

Getting Used to The Feel

If your previous mattress or pillow used more traditional methods of support such as springs, feathers and/or fiber, it is likely your BY TEMPUR® products will initially feel different. The unique pressure-relieving properties of the TEMPUR® foam Material, can take some time for the body to adjust and get used to.

The break-in period

ONE BY TEMPUR® MATTRESS

The more time you spend on or in bed: resting, reading or watching TV, the better. The extra movement will help the cells in the TEMPUR® foam Material to open. As they open, the cells 'breathe' and respond more rapidly to weight and temperature, but they will return to their original shape. To the user it may feel like the mattress is getting softer, but in fact there is no change to the pressure- relieving properties of your product.

No Need to Flip

Advances in TEMPUR® technology have resulted in keeping maintenance to a minimum. Each mattress model has a build-up of multiple layers, so you sleep on the top side only.

To prolong the life of our products, from time to time you can rotate your mattress head to foot.

BY TEMPUR® PILLOWS









- During the first 2-3 weeks of ownership, it can help to use the pillow as a cushion during the day to improve the support and pressure-relieving benefits delivered when you are sleeping.



Moving, transport, storage and disposal

- Unless otherwise stated BY TEMPUR® products should NOT be bent or pressed out of their original shape, as you risk damaging the foam material and losing all the properties and benefits it brings.
- Due to the nature of the foam material in BY TEMPUR® products it can become slightly compressed during transportation or storage. This is expected, the product will return to its normal size after a short time in room temperature.
- BY TEMPUR® products should be stored in their original shape.
- BY TEMPUR® Mattresses must be stored flat, ideally in the original packaging (not possible to reuse EASE BY TEMPUR® mattress packaging)
- BY TEMPUR® products should be stored in a dry environment (maximum 65% relative humidity).
- For disposal of your used product please refer to the local authority within your country.

Symbols

The following symbols are used on product, packaging or in this manual.

| | | | |
|---|---|---|--|
|  Manufacturer |  Manufacturing date |  Lot number |  CE marked as class I medical devices in accordance with the requirements of MDR (EU) 2017/745 |
|  Medical device |  Product orientation printed on mattress foam cores |  Consult Instructions for Use |  Avoid open flame |

| | | | |
|--|---|--|--|
|  Humidity limit |  Keep dry | | |
|--|---|--|--|

CE marking

Many BY TEMPUR® products are classified as Medical Device, class I and CE marked in accordance with MDR (EU) 2017/745.

Please check the product label placed inside the textile cover to see if the product you have purchased is CE marked.

The intended use of the CE marked products is to prevent or reduce the risk of developing pressure ulcers in adults. This effect is obtained through the pressure redistributing properties of the TEMPUR® foam Material.

The CE marked products are intended for home care. It is important that immobilized users are repositioned on a regular basis.

The CE marked BY TEMPUR® mattresses and mattress toppers are suitable for weights up to 150 kg.



In case of a serious incident with the product, the manufacturer and competent authority in the user’s home country must be informed.


To report an incident to the manufacturer please report the incident as a warranty complaint by following the instructions specified in the “warranty” section of this manual.


[Please note additional instructions for use](#)


Warnings and precautions


The following symbol and text will be used to draw your attention to possible dangerous and undesirable situations. Please be aware that failure to comply with these instructions may result in critical injuries or damage to the product.


| | | |
|---|-----------|--|
|  | WARNING | Be aware of situations or practices that may cause death or critical injuries |
|  | CAUTION | Be aware of situations or practices that may cause moderate or minor injuries |
| | IMPORTANT | Be aware of situations or practices that could result in damage to the product or other property |

 Warning: Do not leave infants, young children or the elderly unattended on the mattress or pillow if they can't easily turn over by themselves.

 Warning: It is important that immobilized users are repositioned on a regular basis. Carelessness causes fire – we strongly recommend not to smoke in bed or while using the products.

 Warning: Risk of fire: keep products away from open flames.

 Caution: Do not use bed pads on BY TEMPUR® mattresses as they can reduce the pressure relieving properties. To secure optimum support we suggest using a sheet directly on the mattress.

 Caution: Please note TEMPUR® foam Material works best in response to the natural warmth of the user, therefore an electric blanket and/or hot water bottle is not recommended. The heat from an electric blanket will temporarily offset the temperature sensitivity in the TEMPUR® foam Material. However, if the user would still prefer to use an electric blanket, we suggest doing so over a separate sheet and avoiding direct contact with the TEMPUR® foam Material. o **IMPORTANT:** Always follow the instruction for use from the supplier of the electrical blanket. o **IMPORTANT:** If your hot water bottle should develop a leak which wets, stains or damages your mattress it will invalidate your warranty.

IMPORTANT:

- BY TEMPUR® mattresses must always be placed on a ventilated base, e.g. springs or slats to prevent moisture from accumulating in the mattress.
- Do not use a BY TEMPUR® pillow with wet hair, as the foam material will get damaged
- Do not fold, bend or press your BY TEMPUR® product into shape as there is risk of damaging the foam material
- Do not alter or repair your product – it will invalidate your warranty.

Cleaning and maintenance


- Most textile covers can be removed and washed. Please follow the specific cleaning instruction for your product on the product label located inside the textile cover.

IMPORTANT:

- Do not wash the TEMPUR® foam material.
- Do not steam-clean or dry-clean the TEMPUR® foam material.

IMPORTANT


- The BY TEMPUR® products must be regularly ventilated to remove moisture.

 Caution: After washing the textile cover please ensure mattress textile cover is replaced according to the orientation printed on the side of the mattress foam core. The TEMPUR® foam material that provides maximized comfort and pressure relief is only on the top-side of the core.

Technical Product information

- BY TEMPUR® products are available in several different sizes. Product weight depend on product size. Further information is available upon request.
- Constituent materials – see product label, which is located inside the textile cover.

Fire safety standards

 Warning: Risk of fire: keep products away from open flames

| | |
|---|--|
| BY TEMPUR® product | Fire safety |
| Mattresses | EN 597-1 (Cigarette Test) |
| Mattresses (fire retardant versions) | BS 7177 Low Hazard - (DS/EN 597-1 (cigarette) DS/EN 597-2 (Match) BS 5852 (Crib V) on foam |
| Pillows | EN/ISO 12952-1 (Cigarette test) |
| Pillows (fire retardant versions) | (EN/ISO 12952-1 (Cigarette test) EN/ISO 12952-2 (Match) BS 5852 (Crib V) on foam |

Manufacturer



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