

KING  
KOIL



MATTRESS CO.

WARRANTY & CARE GUIDE

# KING KOIL

MATTRESS CO.

## CONGRATULATIONS

Congratulations on the purchase of your new King Koil mattress set. It's our job at King Koil to provide the durable, high-quality product you expect. This mattress set is backed by King Koil's outstanding warranty to assure you the long-lasting comfort and support you deserve.

In order to activate your warranty and make processing any future warranty claims easier, Please register your King Koil Mattress at [www.kingkoil.com](http://www.kingkoil.com).

## WHAT HAPPENS TO YOUR MATTRESS OVER TIME?

Just as you do, your mattress changes as it ages. That's why it is important to purchase a new mattress every 8 to 10 years. Changes that affect your mattress performance and your quality of sleep include:

- **Stains and Body Oils** - Over time, these rise to the surface and can cause skin irritations. A mattress cover or protector will help minimize the risk, but if not properly washed can still cause skin problems.
- **Mattress Wear** - Sags or body impressions in your mattress can leave you sore and tired in the morning.
- **Dust Mites and Bacteria** - After several years, a mattress can contain millions of dust mites. Body heat and dead skin cells create a living environment that is ideal for these organisms — and terrible for allergy sufferers and insomniacs!

You spend over a third of your life in bed. The quality of your sleep directly affects the quality of your life. You should not prolong the use of a mattress beyond 8 to 10 years.

## WHAT SHOULD YOU DO IF A WARRANTY ISSUES ARISES?

If you observe a defect during the warranty period, King Koil will repair or replace (at our option) the defective mattress and/or foundation within a reasonable period of time. In order for this limited mattress warranty to be valid, and to obtain performance under this Limited Warranty, you must:

- 1) be the original purchaser;
- 2) provide a copy of the original receipt, or other proof of date, place of purchase and purchase price (This is required to submit a warranty claim); and
- 3) provide the law label from the defective product (This is required to submit a warranty claim).

In the event you have to make a warranty claim start by contacting the retailer from whom you purchased your King Koil sleep set. If your retailer is unavailable visit [www.kingkoil.com](http://www.kingkoil.com) to fill out our express warranty claim submission form or call (800) 525-8331.

If identical materials are not available at the time of product service, King Koil reserves the right to substitute material equal or higher value, or, at our option, provide a refund. You will be responsible for transportation costs of the product to and from the store or factory, as applicable.

## WHAT IS COVERED?

This warranty **ONLY** covers the following items during normal wear and proper use:

### Mattress

- Coils or wires that are loose or broken
- Coils or wires that protrude or rip through the fabric
- Body indentations (see Limited Warranty Schedule)
- Sagging, BUT ONLY IF mattress has been continuously supported by a matching foundation, or equivalent, and appropriate bed frame (for full, full XL, king, and queen sets, an appropriate bed frame includes at least five legs and a rigid center support that extends from the frame to the ground)

### Foundation

- Splits in the wood frame, except those caused by abuse or that occur during improper use
- Squeaks, rattles or other noise
- Bent, loose or defective beam and/or center support rail
- Loose or broken module wire
- Compression of modules
- Un-stapling of modules
- Sagging, BUT ONLY IF foundation has been continuously supported by an appropriate bed frame (for full, full XL, king, and queen sets, an appropriate bed frame includes at least five legs and a rigid center support that extends from the frame to the ground)

## WHAT IS NOT COVERED?

Items and damages not specifically listed above under "WHAT IS COVERED?" are not covered under this Warranty, including (but not limited to) the following:

- Stains, rips or other damage to mattress fabric that occurs after delivery (except where such damage occurs as a result of a covered protrusion of wires or coils through the fabric)
- Bent border wire(s) running along the perimeter of the mattress and foundation, if it is determined that such bends occurred after delivery
- Any structural damage from using an improper bed frame or supporting structure, regardless of the size of the product
- Any damage to or failure of used mattresses, mattresses sold "as is," or floor-model mattresses
- Dissatisfaction or damage resulting from bed height or weight
- Changes in (or failure of a mattress to satisfy) personal comfort preferences
- Body indentations (see Limited Warranty Schedule)
- Replacement of any non-defective pieces in the sleep set
- Mattress damage resulting from use without an appropriate foundation (the mattress is designed to be used in conjunction with a foundation as part of a total sleep set)
- Damage to a mattress or foundation resulting from abuse
- Costs for transporting, inspecting or removing a damaged product
- Failure of sheets to fit a properly sized mattress
- Torn handles, stitches pulled out of the handle where sewn to the mattress, or tears in the mattress fabric where the handles are attached, if it is determined that handles were used for moving or carrying the mattress after delivery
- Products found to be in an unsanitary condition, or product failure found to be due to causes other than defective workmanship or materials

## MATTRESS SET CARE & LIMITED WARRANTY INSTRUCTIONS

The quality and craftsmanship that are built into every King Koil mattress and foundation allow King Koil to offer a Limited Warranty against defects in workmanship and materials (except in fabric, handles, or tufting rosettes, if featured on this product). This warranty extends only to the original purchaser.

If service is required to address any such defect during the non-prorated year(s) following your purchase, your King Koil mattress and/or foundation will be repaired without charge for labor and materials OR, at the manufacturer's option, replaced. You will be responsible for transportation costs.

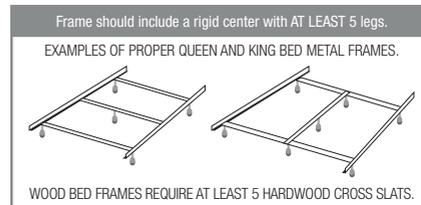
If service is required to address any such defect during the remaining prorated years of the applicable Limited Warranty, as indicated on the Limited Warranty Schedule in this brochure, your King Koil mattress or foundation will be repaired OR replaced at the manufacturer's option. Purchaser shall be responsible for labor and material charges, or for the replacement price as calculated in the schedule for the warranty code of the model you purchased, whichever is cheaper, plus all transportation costs. If identical materials are not available at the time of service, the manufacturer may substitute materials of comparable quality.

If the mattress is tufted, the tufting process (though not the tufting rosettes) is covered through the Limited Warranty period length assigned to each mattress.

Proof of purchase that includes the date, place of purchase and purchase price is required to obtain service under this warranty. The model name label and law label must be available to identify the mattress and validate this warranty. If your retailer is no longer available, telephone or contact the manufacturer of your sleep set. If you have moved, contact the closest King Koil dealer/manufacturer in your area. If you cannot locate a King Koil dealer/manufacturer, contact the King Koil Consumer Relations Office.

**RETAIN YOUR PROOF OF PURCHASE AND THIS WARRANTY:** This Limited Warranty shall NOT apply to damages resulting from normal wear and tear, and the existence of any of the following circumstances shall make the foregoing warranty null and void:

1. To insure the safety of any person required to inspect or transport a King Koil product, Any product found to have any stain, burn, or is infested is not covered by this warranty. Please use a mattress protector to insure that the product is kept clean.
2. When product failure is due to causes other than defective workmanship or material.
3. A proper bed frame must continuously support the box spring. For king and queen sets, a rigid center support is required, this is considered a five leg frame using one leg to support the center of the bed.
4. If bedding has any damage to the outer fabric of the cover, including wear and tear.
5. If this product is used for commercial purposes, unless specifically designed and built for commercial use.
6. If purchaser does not present proof of purchase.
7. If mattress is damaged due to use with an inadequate foundation. This mattress is designed for optimal performance when used in conjunction with a matching foundation as part of a total sleep system. In addition, this Limited Warranty shall not apply to "as is," floor models, distressed mattresses or handles. Handles are only intended to assist in positioning the mattress.
8. Normal change in softness and recovery time associated with memory foam and latex materials over time. This does not affect the pressure relieving qualities of these materials.



## SAGGING VS BODY IMPRESSIONS

Various components utilized for the comfort layers will settle and could compress due to the weight and shape of the user. This "settling" or compression is not a structural or design defect, but a normal, expected result of product use. Please review the Limited Warranty Schedule chart on page 6 or review the allotted body impression associated with your mattress set purchase. A measurement less than what is listed should not be considered as sagging of the mattress. Compression of upholstery layers is not covered under this Limited Warranty. Two people sleeping on a queen or king mattress may notice that the head-to-foot center of the mattress is raised. This is a normal occurrence and indicates that the upholstery layers in the sleeping areas are conforming to each sleeper's body.

## WARRANTY DISCLAIMER AND LIMITATION OF REMEDIES

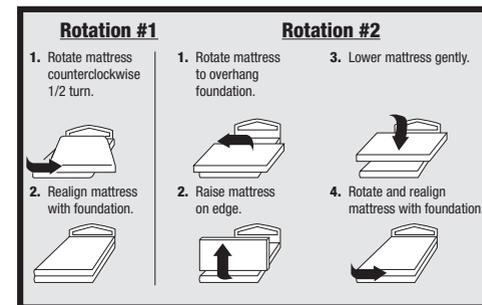
THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, AND THE MANUFACTURER MAKES NO ADDITIONAL WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, AS TO ANY OF ITS PRODUCTS, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED.

The remedies provided herein are exclusive remedies provided under any warranty for this product, express or implied. The manufacturer shall not be liable for any indirect, incidental or consequential damages arising out of the use of this product, and in no event shall the manufacturer's liability exceed the purchase price of the product. Although this warranty gives you specific legal rights, you may also have other rights, which may vary from state to state.

THIS LIMITED WARRANTY COVERS THE KING KOIL MATTRESS and/or foundation anywhere in the United States. This Limited Warranty is given by the above listed independent manufacturer producing King Koil products under license. King Koil Licensing, Inc., Licensor of King Koil® Sleep products, makes no warranty to the original Purchaser at retail and assumes no responsibility or liability under this Limited Warranty, other than providing the information as stated above.

The warranty for a replacement product you may receive will carry a warranty only for the remainder of the term of the original warranty period which came with the original purchase (calculated from the date of delivery of the new product to you). For example, if your original purchase has a 10 year warranty and you receive a new mattress under the warranty when it is 8 years old, the remaining warranty is for 2 years. The warranty period does not start over with the replacement.

## EASY STEPS FOR ROTATING YOUR MATTRESS



We recommend that you rotate your mattress occasionally, which will help to increase its longevity. However, the option to rotate your turn-free mattress is not required for your warranty to remain valid. Regular rotation of a one-sided mattress will help minimize body impressions.

### MATTRESS TURNING SCHEDULE

During the first three months, turn your new mattress every two weeks. After three months, turn your mattress every month.

## LAW TAG SAMPLE

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER	
ALL NEW MATERIAL consisting of	
POLYURETHANE FOAM	46%
FIBER	38%
WISCO ELASTIC POLYURETHAN	16%
CA 46095 (AZ)	
Certification is made by the manufacturer that the materials in this article are described in accordance with law.	
Made By King Koil Mfg. West, LLC 1100 N. 127th, #190 Avondale, AZ 85323	
Date of Delivery:	02/22/2019
Finished Size:	36X80
Net Weight of filling Mat'l:	17.71
WE MAYFIELD FIRM 7003KK-1020 / 174444 02 / 22 / 2019 WY - G	

Attached to every King Koil mattress set is a law tag that includes a warranty code. To determine the terms of your warranty, match the warranty code with the appropriate line in the Limited Warranty Schedule to the right.

Floor samples are not covered by the warranty.

**NOTE:** The warranty code is located here on your law tag.

## DOS & DON'TS FOR THE PROPER CARE OF YOUR KING KOIL MATTRESS SET

**DO:** Use the matching foundation designed specifically for your mattress for proper mattress support.

**DO:** Keep your mattress clean and use a mattress pad. Stains, soiling, fluid penetration or other signs of abuse may void the warranty and make your mattress ineligible for repair or replacement.

**DO:** Use a proper bed frame and center support beam on queen and king size sets.

**DO:** Carry your mattress upright, on its side. It is easier to handle in this position and less likely to become damaged. If you need to store your mattress for an extended period, please store it flat.

**DON'T:** Bend your mattress under any circumstances. This could result in permanent damage.

**DON'T:** Allow anyone to stand or jump on your mattress.

**DON'T:** Use handles when turning your mattress. Handles are intended only to position the mattress.

## YOUR NEW MATTRESS IS NOT FIREPROOF

**IN CASE OF FIRE, EXIT AND CALL 911.** Your new mattress meets fire safety standards issued by the U.S. Consumer Product Safety Commission when used by itself or with a foundation specified for the mattress. Compared to older mattresses, your new mattress will, if ignited, burn more slowly and less intensely, giving you more time to escape.

In order to reduce the risk of fire:

**DON'T** smoke in bed. This is a common cause of fatal fires.

**DO** keep matches and lighters away from children.

**DON'T** use candles on or around your bed.

**DO** keep space heaters away from your bed or other flammable items. Follow all manufacturer's instructions and warnings.

**DON'T** run electrical cords under your bed or trap them against a wall. Avoid placing lamps where they can fall on the bed.

All King Koil-branded mattresses are guaranteed against manufacturing defects in workmanship and/or materials – please make sure you have reviewed the warranty details specific to the brand you purchased.

**IN ORDER TO ACTIVATE YOUR WARRANTY AND MAKE PROCESSING ANY FUTURE CLAIMS EASIER, PLEASE REGISTER YOUR KING KOIL MATTRESS AT**

**[www.kingcoil.com](http://www.kingcoil.com)**

The information you provide helps us process your warranty and update you with any information that relates to your recent mattress purchase.

Please keep your original receipt and law tags – these will be required, should you ever need to submit a warranty claim.

## LIMITED WARRANTY SCHEDULE

Warranty Code on Law Label Tag	Total Limited Warranty Period	Period for No Charge* Repair or Replacement	Calculations of Charges to Replace Beyond No Charge* Period	Sagging or Body Impression
A	3	1	1/3 of the manufacturer's current suggested retail price** times the number of the years of use	1.5" or greater
B	5	1	1/5 of the manufacturer's current suggested retail price** times the number of the years of use	1.5" or greater
C	10	1	1/10 of the manufacturer's current suggested retail price** times the number of the years of use	1.5" or greater
D	10	5	1/10 of the manufacturer's current suggested retail price** times the number of the years of use	1.5" or greater
E	15	1	1/15 of the manufacturer's current suggested retail price** times the number of the years of use	1.5" or greater
F	15	5	1/15 of the manufacturer's current suggested retail price** times the number of the years of use	1.5" or greater
G	10	10	Non-prorated	1.5" or greater
H	15	15	Non-prorated	1.5" or greater
I	5	5	Non-prorated	1.5" or greater
J	3	3	Non-prorated	1.5" or greater
K	1	1	Non-prorated	1.5" or greater
LT	Lifetime warranty on dual innerspring unit only (Does not apply to other components)		NA	1.5" or greater
L	20-year warranty on innerspring only (Does not apply to other components)		Non-prorated	1.5" or greater
M	20	20	Non-prorated	1.5" or greater
N	25	15	Prorated years 16–25	0.5" or greater
O	20	10	Prorated years 11–20	1" or greater
P	15	10	Prorated years 11–15	1" or greater
Q	25	15	Prorated years 16–25	1" or greater
R	25	15	Prorated years 16–25	0.75" or greater
S	10	10	Non-prorated	0.75" or greater
T	10	10	Non-prorated	1" or greater

\* Exclusive of transportation costs.

\*\* If the King Koil product is no longer being manufactured, the current suggested retail price will be determined from a comparable model. King Koil has sole discretion to determine what current suggested retail price will be used.



Proudly designing and hand crafting mattresses in the USA since 1898.