



global hospitality™

# WARRANTY

## Convertible Collection

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Congratulations, you've purchased one of the finest sleep systems available. Sealy guarantees the replacement or repair of your Convertible Collection™ sleep set if, in normal use, a piece fails to meet our high standards for quality and workmanship. Be aware that body indentations are a normal occurrence in new mattresses, and indicate that the upholstery layers are conforming to your body's contours. Please read the Limited Warranty guidelines and limitations. NOTE: Removal of law tag label VOIDS the warranty. Please keep your sales receipt or bill-of-sale in a safe place.

### **WARRANTY OVERVIEW FOR SEALY POSTUREPEDIC® CONVERTIBLE COLLECTION BEDS.**

- Convertible Collection beds consist of three separate components: the Convertible Collection pillowtop, the mattress core and the foundation.
- Each component has special provisions to the Limited Warranty.
- Only defective components will be replaced.
- Replacement of one piece in the set does not guarantee replacement of the other pieces in the set.
- Claims on one component do not void or alter the warranty on either remaining component.

### **HOW LONG IS THE LIMITED WARRANTY?**

Coverage begins on date of purchase and the following components of the bed are covered as follows:

- The Convertible Collection pillowtop and its components, for a period of three (3) years, non-prorated (meaning that regardless of the time within the three years a defect is found, there shall be no reduction in value of the warranty coverage).
- The mattress core and its components, for a period of 10 years, non-prorated.
- For the foundation, for a period of 10 years non-prorated.
- This warranty is void if all the pieces of the Convertible Collection set are not being used as designed (i.e. as a complete set or sleep system).

Any warranty claim during the periods set out above must qualify under the terms of this limited warranty. If we repair or replace your sleep set, this warranty continues from the original date of purchase.



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### WARRANTY COVERAGE

The warranty is only valid for the original purchaser of the Convertible Collection set, and only covers manufacturing defects and physical flaws in a mattress or foundation when the set is subject to proper handling and normal use in conjunction with a bed frame that provides Continuous Support. To provide Continuous Support in a commercial setting, such as a hotel, all full, full XL, queen and king bed frames or bed bases must have a rigid center support with at least one leg under the center of the bed; also, the bed frame or bed base must be properly assembled.

This warranty covers the following items during normal wear:

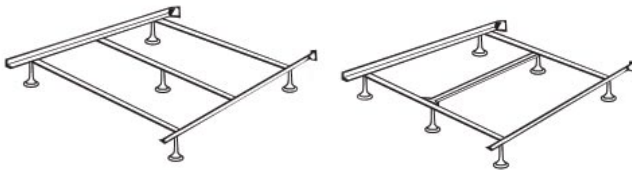
#### MATTRESS:

- Coils or wires that are loose or broken.
- Coils or wires that protrude or rip through the fabric.
- Body indentations of 1½" or greater.
- Sagging: Your mattress must be continuously supported by a matching foundation, or equivalent, with an appropriate frame. The frame should include a rigid center support with at least five legs. (See illustration for clarification.) A rigid center support is equal to a support that extends from the frame to the ground.

#### FOUNDATION:

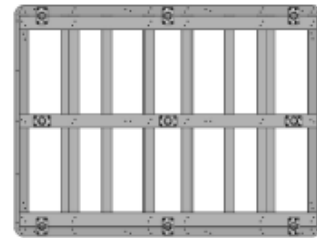
- Splits in the wood frame except those caused by abuse.
- Squeaks, rattles or noises.
- Bent, loose or defective beam and/or center support rail.
- Loose or broken module wire.
- Compression of modules.
- Unstapling of modules.
- Sagging: A proper bed frame must continuously support the foundation. For full, full XL, queen and king sets, a rigid center support with at least five legs is necessary. (See illustration for clarification.)

Examples of proper bed frames



Proper mattress support requires bed frame configurations as shown above, with a lateral or longitudinal center support rail.

Recommended support locations



If using glides (legs), install at the nine points shown above.

Replacement of one piece in the set **DOES NOT** guarantee replacement of the other pieces in the set.



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### ITEMS NOT COVERED

Items and damages not specifically listed in the “Warranty Coverage” section are not covered, including, for example:

- Mattress fabric.
- Border wires, which run along the perimeter of the mattress and foundation, if it was determined that the border wire was bent after delivery by Sealy.
- Structural damage from using an improper bed frame. This warranty applies to full, full XL, queen and king size mattresses or foundations ONLY if they are used on an appropriate frame with a rigid center support having five legs.
- Used bedding, or bedding sold “as is,” and floor models.
- Bed height.
- Comfort preference.
- Body indentations of less than 1½".
- Comfort preference.
- Mattress damage due to an inappropriate foundation. A mattress is designed for full performance when used in conjunction with a foundation as part of a total sleep set.
- Replacement of another piece in the sleep set, unless such other piece is also defective.
- Mattress or foundation damage due to abuse.
- Transportation costs.
- Sheet fit.

### FLAME RESISTANCE

Your new bed set is engineered as a system so that it is more resistant to open flames. Sealy WILL NOT warrant your bed set, and your bed set’s open flame resistance may be seriously impaired, if any of the following occurs:

- A non-matching mattress and foundation are used together. The mattress and foundation are engineered and built as a systemized set to withstand rigorous flame tests. Using a non-matching foundation and mattress together voids all terms of this warranty and seriously jeopardizes the open flame resistance of the bed set.
- The outer cover of the mattress or foundation is damaged, torn or punctured.
- The bed set has been misused or abused.
- The bed set has been treated with an unapproved stain repellent or similar post-purchase application.
- Beds and many other furnishings in a bedroom or a house are still flammable and can burn rapidly and emit smoke and hazardous gases. It is important to keep open flames or any incendiary or extreme heat-generating devices (such as halogen lamps, candles, space heaters, frayed electrical cords, etc.) away from your bed set and out of reach of children. Do not smoke in bed.

Body indentations are normal but can be mitigated by rotating the pillowtop every three months and flipping it over every six months. Do not sleep directly on the foundation or the middle piece (the innerspring mattress).



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### IF A WARRANTY PROBLEM OCCURS

We make every effort to be sure we manufacture our sleep sets with the finest materials available. If, however, you do discover a defect in your new Sealy mattress or foundation, simply contact your Sealy Global Hospitality sales representative. If you can't reach your sales representative, contact Sealy Global Hospitality direct at: Sealy Inc., Customer Support Dept., One Office Parkway, Trinity, NC 27370 or call 1.800.My.Sealy (697.3259).

If a defect occurs during the warranty period (which is described in the Warranty Schedule), Sealy will repair or replace (at our option) the defective mattress and/or foundation within a reasonable period of time.

In order for this limited warranty to be valid, you must: 1. be the original purchaser, and have purchased the sleep set from Sealy Global Hospitality in the United States, Canada, Mexico or Puerto Rico; 2. provide a copy of the proof of purchase date and price; and 3. provide the law label from the defective product.

If identical materials are not available at the time of product service, Sealy reserves the right to substitute material of equal or higher value, or, at our option, provide a refund. You'll be responsible for transportation costs of the product to and from the store or factory, as applicable. Your warranty does not cover products found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials. Please refer to the "Do's & Don'ts of Bedding Care" section of this brochure for proper sleep set care.

### EXCLUSIVE REMEDY / OTHER LIMITATIONS

ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY, WHICH BEGINS WITH THE DATE OF PURCHASE. THE SERVICE TERM STATED IN THIS WARRANTY SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. SEALY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THIS PRODUCT OR THE INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY. Sealy does not warrant that this product is suitable for any person's medical condition. Sealy makes no warranty beyond what is contained in writing.

Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Sealy does not authorize any person to create for it any other obligation or liability in connection with this warranty.



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### DO'S AND DON'TS OF BEDDING CARE

#### DO:

DO give your new sleep set time to “air” upon removal from its plastic packaging. Dispose of all plastic packaging as soon as possible.

DO carry your mattress flat on its side. It’s easier to handle and you’ll be less likely to damage the mattress.

DO keep your bedding clean. We suggest using a mattress pad, especially if children use the bed.

DO replace the old foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is really the foundation, which supports the entire mattress.

DO rotate the pillowtop every three months and flip it over every six months to maximize its comfort life.

DO use an appropriate frame and center support for full, full XL, queen and king size sets. Using the right support frame will ensure that your warranty remains in effect. Failure to use an appropriate bed frame will invalidate the coverage of your warranty. We cannot and will not guarantee the set will pass relevant flame retardancy tests if the mattress and foundation do not match and/or have not been purchased from Sealy at the same time.

DO keep a copy of your original invoice and the law tags found on each mattress and foundation in a safe place.

#### DON'T:

DON'T let anyone stand or jump on your mattress. It was not built for that kind of weight concentration or abuse. Abuse of the mattress and/or foundation is not covered under your warranty.

DON'T allow your mattress to get wet because some of the upholstery materials may compress. Protect it from water or other liquids.

DON'T place a board between your mattress and foundation. *Your sleep set is designed specifically to provide you with proper support, and the foundation plays an important role.*

DON'T bend your mattress more than 20°. Such treatment may damage the innerspring unit. Flex rather than bend the mattress when going through doorways.

DON'T remove the law tag label at the end of your mattress. *This serves as a means of identification to establish your warranty rights.*

DON'T use dry cleaning fluid of any type on your mattress. *These chemicals will damage some of the construction materials.*

DON'T use the handles to move or carry the mattress. Handles on the mattress are in place to help in positioning of the mattress on the foundation, and are not to be used for moving or carrying the mattress.



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It's easy to determine the length of your warranty and its terms. Simply match the Warranty Code from your mattress law tag label (see sample below) with the same code on this warranty schedule.

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER

ADDD DJ D D DJAKLDU DEUDFDF  
DU DUHDHA DHUHDF AUI DJH  
A DUH AD AL A AD

**SAMPLE**

DFJSDFD DSJF DJF	DFJSDFD DSJF DJF
DSFHDSJHFDS FF	DSFHDSJHFDS FF
DFDSFJDSHF DSJF	DFDSFJDSHF DSJF
DSJFHDFHD	DSJFHDFHD
FDAADHFA	FDAADHFA
DSAFHDSFHDFDAFDF	DSAFHDSFHDFDAFDF
SDSDF DJFHD DJ DJAD	SDSDF DJFHD DJ DJAD

DKF DSLDF PKKD D  
DJDK HKD  
DDKA DJ  
DKJF DK .....

DFD DKFD KD D  
DF DADLF DFJD ALDFK  
DFD DKFD KD D  
DF DADLF DFJD ALDFK

WARRANTY **(MY)**

Mattress Warranty Code found here.

WARRANTY CODE ON LAW TAG	TOTAL LIMITED WARRANTY PERIOD	PERIOD FOR REPAIR OR REPLACEMENT AT NO CHARGE*	CALCULATION OF CHARGES FOR REPAIR OR REPLACEMENT AFTER THE NO-CHARGE* PERIOD.
P3	10 Years	10 Years	
M3	10 Years	10 Years	
<b>(MY)</b>	10 Years	5 Years	Divide your dealer's current retail price** by ten, then multiply by the number of years since your purchase. Round to the nearest whole year.
MG	10 Years	3 Years	
ME	10 Years	1 Year	
MC	5 Years	1 Year	Divide your dealer's current retail price** by five, then multiply by the number of years since your purchase. Round to the nearest whole year.
PD	5 Years	5 Years	
P7	3 Years	3 Years	
MA	1 Year	1 Year	

Sealy reserves the right to substitute material of equal or higher value or, at its option, provide a refund.

- \* You are responsible for transportation and delivery costs.
- \*\* If the Sealy product purchased is no longer being manufactured, the current retail price will be determined by Sealy from a comparable model. Sealy has the sole discretion to determine what current retail price will be used.

Your purchase is established from the date you receive your bed, as determined from your invoice or by the law tag on your bed, whichever reflects the later date.