

## **What are body impressions?**

Body impressions are often described as a 'dip' or 'depression' in the mattress where the main weight of the body has been lying or alternatively, a 'ridge' in the middle of the bed.

Body impressions are not considered a manufacturing fault and are a normal part of wearing in your mattress. Body impressions are a good indicator of contour comfort. When they occur, this means that the quilted mattress construction is conforming to your body's individual contours and levelling to its final position.

## **How do mattresses work?**

The major constituents of comfort layers may include foam, fibre, wool, latex and Viscoflex, which are optimised to conform to your body. Consequently, when you lie down on your bed, a balance is created where the springs and comfort layers pushed down by your body - respond to support you in a comfortable manner. After you get out of bed, the comfort layers compressed during sleeping will slowly recover.

All comfort layers will lose a certain percentage of their original height and firmness in the first 3 months of use. As a general rule the plushiest or softest models will lose the greatest amount. After this time, the comfort layers stabilise, and no further height loss should be experienced. So that the comfort layers conform to your body evenly we recommend that the mattress be turned over from end to end and from side to side (where applicable). This must be done every 2 weeks in the first 3 months of use and monthly thereafter.

## **How do you know if the body impressions in your mattress are normal?**

In general, if the depth of the depression is between 25-30mm, the degree of body depression is considered normal. (Replacement of the comfort layers or mattress will result in similar body impressions). If the depth of the depression is greater than 30mm, further investigation may be required. Please note, these values may vary for plush/soft mattresses due to the thickness of their comfort layers.

## **Are there any additional factors that may contribute to body impressions or the feeling of rolling into the centre of the bed?**

Yes! If a slat base is old and in poor condition, it may not be supporting the mattress correctly. When placing a mattress on a slat base, make sure the base is in good condition and that the slats are no more than 70mm apart to provide the correct support for the mattress. Please note that using a mattress on a slat base which does not conform to the manufacturers recommendations may void your ongoing warranty.

## **Are you concerned that the body impressions may be interfering with your ability to get a good night's sleep?**

Often your new mattress is firmer or softer than the one it is replacing, and it may take up to thirty (30) days for your body to adjust. If you have given yourself time to adjust to your new bed and have followed the care instructions, then you may need to review your comfort layer choice. It is always recommended that the person(s) who intend to sleep on the mattress they are purchasing, make the effort to lay down together where applicable to ensure that they are happy with the level of comfort the mattress is providing. The manufacturer will not be held responsible for poor choices made by customers at the point of sale, or for a change of mind towards the feel of the comfort of the mattress.