

# CARE

## WHAT NOT TO DO

...Do NOT allow your mattress or foundation to become stained, soiled or unsanitary. This will void your warranty.

... Do NOT jump or stand on your Diamond Mattress Sleep Set. Misuse of this kind could cause unnecessary damage and will void your warranty.

... Do NOT use dry cleaning type fluid on your mattress. Such chemicals can damage the components of your mattress.

... Do NOT place a board in-between your mattress and foundation. This negates the effect and purpose of your foundation.

... Do NOT smoke in bed or expose your mattress to flames of any kind.

## RECOMMENDATIONS

- **Use a Safety Shield™ Mattress Protector:** The chief cause of warranty voidance is the soiling of the mattress. In order to avoid stains and soiling of your mattress you should use a Safety Shield™ mattress protector, which is waterproof, breathable, and offers allergen and dust mite protection.

For details visit: [safetyshieldmattressprotector.com](http://safetyshieldmattressprotector.com)

## HOW LONG CAN I EXPECT MY MATTRESS TO LAST?

The Better Sleep Council suggests that the average effective life of a new mattress is **8-10 years**. This is determined by your unique needs and preferences.

The effective mattress life is based on comfort preferences and not manufacturing defects. Like a good pair of shoes, they wear in and become more comfortable over time, but eventually wear out due to no fault in their manufacture.

## 10 Health Benefits of Sleep

1. Sleep reduces stress and anxiety.
2. Sleep can help you lose weight.
3. Sleep makes you more energized and refreshed, improving your mood.
4. Sleep keeps your heart healthy.
5. Sleep reduces your risk of depression.
6. Sleep helps your body make repairs.
7. Sleep bolsters your memory.
8. Sleep may prevent cancer.
9. Sleep reduces inflammation.
10. Sleep makes you smarter.



# DIAMOND MATTRESS

Register Your Mattress Online At:  
[www.diamondmattress.com/register](http://www.diamondmattress.com/register)

## Manufacturer's Warranty Policy & Mattress Care Guidelines



# DIAMOND MATTRESS

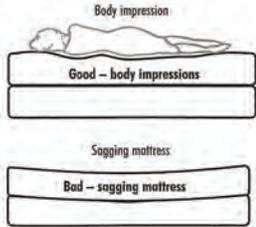
[www.diamondmattress.com](http://www.diamondmattress.com)

Para leer esta garantía en Español  
[www.diamondmattress.com/warranty.aspx](http://www.diamondmattress.com/warranty.aspx)

# PRODUCT

## WHAT TO EXPECT

- **Adjustment Period** - As with a new pair of shoes, after so many uncomfortable years on your old bed it may take time to get your body accustomed to your new bed. This period typically varies from 1 to 4 weeks as your muscles & joints adjust.
- **Body Impressions** - The comfort layers of a mattress naturally conform to your body and often result in impressions. These body impressions are **normal** and therefore do not mean the mattress is defective.   
\*To prevent excess body impressions you must **rotate** your mattress - whether it is "one-sided" or "two-sided"



A "Body Impression" occurs when the comfort layers of a mattress naturally settle and conform to an individual's unique body.

"Sagging" is often caused by improper foundation or frame support.

## Mattress Care

- **Proper Frame Is Necessary** - A stable, supportive frame is necessary in the **prevention of sagging**. To comply with the warranty queen and king size beds be on a frame that has solid center support. The queen must have at least one center support leg, and the king must have at least two legs to ensure proper bed support. *Make sure that all the legs are level.*

\*See illustrations below for detail:



Queen/King frame with one leg center support.

Queen/King frame with two legs on center support

A hardwood frame should have a minimum of 5 cross slats and a center leg for center support.

- **The Proper Foundation** - It is important to replace an existing box spring with a new model when investing in a new mattress. Using an old boxspring with a new mattress has three disadvantages:
  1. The new mattress will feel different once it is set up at home.
  2. The old box spring may not have the proper support, and will thus negatively affect the feel of the new mattress.
  3. The new mattress is likely to sag or wear quicker.

- **Move Mattress Correctly** - Do NOT fold, bend, or curl your Diamond Mattress. Damages inflicted while improperly moving your mattress voids your warranty.

- **Frequently Rotate Mattress** - Rotating your mattress equalizes the natural compressions that normally occurs.

# WARRANTY

## DIAMOND MATTRESS LIMITED NON-PRORATED WARRANTY

Diamond Mattress warrants your new Diamond Mattress mattress or foundation (the "Products"), except for bed handles, cover fabrics and corner guards, to be free from defects in material and workmanship ("defects") existing at the time of manufacture and appearing within the applicable warranty period. Diamond Mattress' standard warranty is a 20-10 Year Limited Non Pro-Rated Warranty.\* However, select direct contact models come with a 25 Year Non Pro-Rated Warranty.

In the event service from a defect is required, and your product is in sanitary condition, your Diamond Mattress and/or foundation will be repaired or replaced (at the discretion of Diamond Mattress) without charge during the first ten years, provided transportation charges will be the responsibility of the purchaser. After ten years there will be a charge to the purchaser for the current cost of materials and labor needed to repair the item. In the event the original store of purchase is no longer in business Diamond Mattress will try to find an alternative to help as a courtesy, but this is not a guarantee. Any and all implied warranties on this product shall not exceed in duration of the terms of this limited warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

*Additional Information:* If the same materials are not available at the time of repair **Diamond Mattress** reserves the right to substitute materials of equal quality. **Diamond Mattress** may refuse repair when the product is found to be unsanitary condition, or when product failure is due to cause other than defective workmanship or material.

## GUIDELINES

Replacement of one piece of your mattress does not mean the other piece will be automatically replaced.

Prior approval must be received before returning your product to a Diamond Mattress dealer or factory.

**All transportation costs must be paid by the purchaser of the mattress and/or foundation.**

## WARRANTY COVERAGE DETAILS

- The warranty is effective whether the mattress is purchased with matching foundation, or either mattress or foundation is purchased separately. However, *use of an improper foundation may cause damage to the mattress and voids this warranty.*
- Diamond Mattress maintains sole discretion regarding the repair or replacement of products. Your product will be repaired or replaced without charge according to the terms set forth in this warranty, should the defect be due to faulty workmanship or structural defects. Charges will be applied for items not covered by the warranty, such as the mattress fabric and handles.
- This warranty is valid only for the original purchaser, and valid only for residential use. Contract and commercial usages are not covered by this warranty.

## HOW TO MAKE A CLAIM

Contact the warranty department at [warranty@diamondmattress.com](mailto:warranty@diamondmattress.com) or 310-638-0363. A Claim Form will be sent to you, which is also found at [www.diamondmattress.com](http://www.diamondmattress.com)

Register Your Product Online At:  
[www.diamondmattress.com/register](http://www.diamondmattress.com/register)

# POLICY

## WHAT IS COVERED UNDER THE WARRANTY?

Manufacturing defects related to component materials or construction "defects":

### Mattress:

- Body impressions at or greater than the below:
  - Warranty A: (standard) greater than 1-1/2 inches
  - Warranty DC: (Direct Contact) greater than 3/4"
  - Warranty DC25: (Select Direct Contact) greater than 3/4"
  - Warranty DC30: (Select Direct Contact) greater than 3/4"
- Coils or wires that are loose or protruding through the fabric

### Foundation:

- Splitting wood, loose or sagging beams
- Wood or metal protruding through the fabric

## WHAT IS NOT COVERED BY YOUR WARRANTY?

**This warranty does NOT cover claims:**

- With Normal Body Impressions (see above)
- Products that are stained, soiled, burned, or unsanitary condition
- Resulting from comfort / preference of firmness
- With structural damage caused by an incorrect bed frame.
- Damaged due to an incorrect or old foundation
- Damaged due to improper care of your mattress and misuse (see Mattress Do's and Don't for details).
- Of Clearance bedding, "as is" bedding, or floor models
- Damaged or bending of border rods or the spring unit, which is cause by improper handling.
- With issues due to bed handles or cover fabrics

*This warranty gives you specific legal rights, you may also have rights which vary from state to state. The manufacturer is responsible for no incidental or consequential damages (unless this limitation is specifically prohibited by local or state statute).*

## LAW TAG INFORMATION

Every Diamond Mattress mattress and foundation has a law tag sewn onto the back of the product. The information found on the law tag is vital to properly identify the product and associated information must be provided when making a warranty claim.

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER		Manufactured by: Diamond Mattress Co. 3112 East Las Hermanas Rancho Dominguez, CA 90221
ALL NEW MATERIAL consisting of PY 7% UF 93%	Date of Manufacture: 11/09/2010	Model: SCBEL-1050
CA-765	Prototype ID: 1131-10-201	This mattress meets the requirements of 16 CFR Part 1633 (federal flammability (open flame) standard for mattress sets) when used without a foundation or with a foundation.
Certification is made by the manufacturer that the materials in the article are described in accordance with the law	Made by Diamond Mattress Co. 3112 East Las Hermanas Rancho Dominguez, CA 90221	THIS MATTRESS IS INTENDED TO BE USED WITHOUT A FOUNDATION OR WITH A FOUNDATION BB BSC HBC SFC HBT SFT LPS-1
Date of Delivery: Finished Size: 66 X 80	SC BELMONT TX SCBEL-1050 / 1332824 11/09/2010	

Model Name

Warranty Code

Law Tag Number

Date of MFG (Manufacture)

A: Standard 20 Year, 1.5" Compression

DC: Direct Contact 20 Year, 3/4" Compression

DC25: Select Direct Contact 25 Year, 3/4" Compression

DC30: Select Direct Contact 30 Year, 3/4" Compression

