

Attached to your Klufft® product is a white law label which includes the warranty code. To determine the terms of your warranty, match the warranty code with the appropriate line in the Warranty Chart below.

Warranty Code on Law Label	Total Limited Warranty	Non-pro-rated Duration	Prorated Duration	Normal Body Impression
K1	10 Years	10 Years	N/A	1.5" or less
K2	10 Years	10 Years	N/A	.75" or less
K3	15 Years	10 Years	5 Years	1.5" or less
K4	20 Years	10 Years	10 Years	1.5" or less
C2	5 Years	5 Years	N/A	N/A

## A MATTRESS WARRANTIES

Klufft® warrants to you, the original purchaser, that if your Klufft® mattress or foundation fails because of a defect in material or workmanship outlined in the Mattress Warranty Card by the manufacturer during the amount of years (reference the warranty code on the law tag on your Klufft® product) of the original purchase date, Klufft® will repair or replace such warranted item. In this case, you will not be charged for any repair or service to the unit except for transportation cost. You must have a copy of the original store purchase receipt clearly showing the date of purchase and the purchase price along with this warranty card. If Klufft® determines that repair is impractical, you will be furnished a substitute unit of same or similar color, design, style, and quality. You will be charged for any transportation charges. (See mattress product care & attention for instructions on how to properly care for your mattress.)

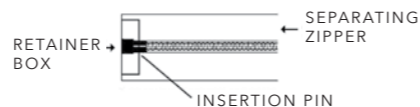
## C COMFORT PAD WARRANTY

If properly cared for, this product is warranted to the "original purchaser" as of the "original purchase date" only and solely to the deterioration of the filling materials inside the comfort pad causing the filling material to split or crack. Purchaser's Comfort Pad™ must be protected by a mattress pad or bed protector and continuously used with a matching Klufft® mattress with a proper foundation or bed frame sufficient to support the collective weight of the Comfort Pad™, mattress and foundation.

### Comfort Pad Use and Care Instructions:

- Most importantly, you must use a high quality mattress pad and/or bed protector over the comfort pad to protect it.
- If a mattress pad is used, we recommend a natural cotton or high quality fiber pad with cotton sheeting on both sides. Pads with non-woven synthetic fabrics can inhibit the comfort characteristic of the Comfort Pad™

- If a stain develops due to something spilled on the Comfort Pad™, remove the pad from your mattress before cleaning the stain.
- Carefully clean the pad with a small amount of warm soapy water and allow for proper drying before replacing it back on the mattress. *Note: water stains not covered.*
- Do not machine wash or dry clean this pad.
- Rotate the Klufft® Comfort Pad™ 180 degrees from time to time and try to use the entire sleeping surface to facilitate even settling of mthe filling materials.
- Use with a recommended Klufft® mattress only.
- If your Comfort Pad™ attaches with a zipper, please use caution to properly seat the insertion pin into the retainer box or damage to the zipper may result.
- If the zipper pulls apart from not being seated and aligned properly, you can carefully pull the zipper out of the slide and reseal. If properly resealed, the zipper should not slip apart. Do not force.



### The Mattress and Comfort Pad warranties do not cover:

- Transportation cost associated with any warranty issue
- Klufft® manufacturer is not liable for incidental or consequential damages which result through the use of this product
- Decorative quilting, tufting, or the fabrics on the surface of the Comfort Pad™
- A normal change in firmness or softness or flattening of the materials
- Body impressions/ Comfort preference (except as designated by warranty code)
- Sheet fit or Piling of covering material
- Clearance bedding, "as is" bedding or floor models
- Physical abuse or damage to the structure and/or cover material, including but not limited to; burns, cuts, tears, or liquid damage.
- Damage from improper surface cleaning with chemical cleaners or dry cleaning damage
- Damage from washing the Comfort Pad™ that is not washable
- Damage due to the Comfort Pad™ being used on anything but the mattress it was designed to be used with
- Any product without law tag
- Damage to corner guard, or bedding height
- Replacement of another piece in a Sleep Set unless it is also defective



## PRODUCT WARRANTY

**For warranty assistance or other product correspondence, please contact your Authorized Klufft® Dealer from whom your product was purchased.**

Manufacturer contact information:  
 E.S. Klufft & Company, Inc.  
 11096 Jersey Blvd. #101  
 Rancho Cucamonga, CA 91730  
 P. 909-373-4211 | F. 909-373-4212

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



# KLUFFT

## PRODUCT WARRANTY



# KLUFT

LIMITED WARRANTY

**Congratulations on your recent purchase of your Kluff® product!** Please retain this warranty card along with your original receipt. If properly cared for, your mattress\* is warranted to the “original purchaser” as of the “original purchase date” against defective workmanship or materials for the amount of years dictated by the warranty code (K1, K2, K3, K4, or C2) on the law label of your product. This Limited Warranty is applicable when the sleep system is maintained in accordance with the provisions in the Mattress Warranty Card.

**How can I get service on my warranty?** If a manufacturing defect does appear, it should immediately be reported to the **Kluff® dealer** in your area. Do not return the product until you have received proper approval from the dealer or made transportation arrangements (transportation cost is not covered). Purchaser may contact the manufacturer whose name and address is shown on the card to obtain information on warranty performance, including a list of Kluff® dealers. The sleep system (or single component) will be repaired or replaced at our option during the duration of this warranty without charge; provided, however, transportation charges will be the responsibility of the purchaser and must be prepaid.

If identical product materials are not available at the time of product service, Kluff® reserves the right to substitute material or product of comparable quality. Kluff® reserves the right to refuse service and void warranty if the sleep system is found to be in an unsanitary condition or shows abuse or damage through accident or neglect. Warranty on Queen and King size sleep systems will apply only when supported by a heavy duty support system with proper center support and legs and is otherwise maintained in accordance with the provisions of the Mattress Warranty Card. Valid in the US and Canada only. See importer of record for the warranty specific to other countries.

Any products with Open Chamber Design are covered under patent no.:  
US 7,640,611 B1/US 7,917,980

\*Read Section “C” for Comfort Pad warranty.

## MATTRESS PRODUCT CARE

### WHAT TO EXPECT from your new purchase:

Adjustment period - After all those grueling years on that old bed, you may need some time to get accustomed to the new mattress - just as you might expect with new shoes. This period of adjustment may take a week or much longer; or, it could be as brief as the time it takes you to fall asleep on the very first night of use. Firmness may vary from the showroom model until after this “adjustment period”.

In addition, the comfort layers of the mattress may take a brief time to conform to your weight and contours. To properly break-in the mattress, it is necessary to utilize the entire sleep surface.

Body impressions - New comfort layers begin to conform instantly. One can anticipate body impressions to form as a result. **Body impressions are typical and therefore do not mean that the mattress is defective.** To prevent excessive body impressions, you must rotate your mattress as specified and sleep over the entire surface.

NOTE: Mattress purchased without a complementing (matching) box spring holds a full product warranty. However, if premature wear or sagging in the mattress was caused by inappropriate box-spring or foundation support, it will void the warranty.

PROPER BODY IMPRESSION



A “body impression” in the mattress may appear as a “sag”. The comfort layers are design to conform to the sleeper’s individual contours. An impression simply indicates that these layers are settling and conforming as they should.

SAGGING MATTRESS



Premature wear or “sag” can be caused by poor box spring or foundation support.

### Mattress Care: Pivotal points to cover:

**Support mattress correctly.** When investing in a new mattress make sure to replace your existing box spring. Mattresses today are normally built with a matching box spring to ensure proper support.

## MATTRESS PRODUCT CARE (continued)

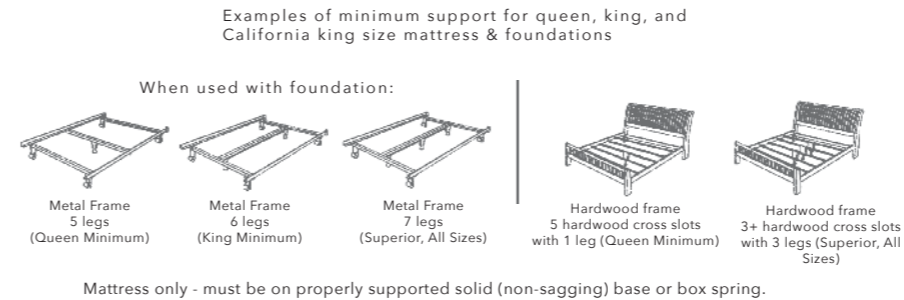
Using a new mattress with an old box spring has three disadvantages: 1. The “feel” you felt when you bought the mattress in the store won’t be replicated when you get home 2. The old box spring may make the new mattress feel somewhat like the old one 3. The new mattress is more likely to sag or wear quicker.

**Move mattress correctly.** Side-stitched handmade mattresses can be “flexed” to allow the mattress to fit through doorways, but under normal circumstances, DO NOT fold, curl, or bend a mattress.

**Frame mattress correctly.** Use a strong and stable support system. To comply with the warranty, queen and king size beds require the stability of a metal bed frame with the aid of a firm center support. The center support for the queen and the king must have adequate legs to add the proper support needed. Make sure that the legs are perpendicular to the bed frame and all are level.

**Rotating the mattress correctly.** The occasional rotating of your mattress will help in the proper conditioning of cushioning materials, preserve comfort, and maximize its life.

**Treat mattress correctly.** It is important to keep your bed clean and dry. Make sure to always use a mattress pad. To prevent wear, don’t excessively bend, do not jump or stand on mattress. Also, vacuuming the mattress annually helps with allergies and keeps the bed in good shape.

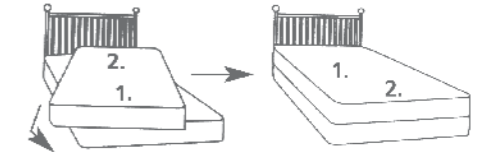


Note: If Kluff® legs were supplied with your Sleep System and you choose to use them, please note that the legs are designed to withstand the weight of the Sleep System plus two average weight people. The legs are stationary and are not designed to withstand sideways motion from pushing the Sleep System when fully assembled. If you must move your Sleep System, first remove the mattress and Comfort Pad when legs are supplied. There are 9 for a Queen and 12 for a King. See instructions in carton with legs. Attaching any legs other than Kluff® legs may void your warranty. If placed on slatted bed system, slats can not be more than 2” apart

## MATTRESS PRODUCT ATTENTION

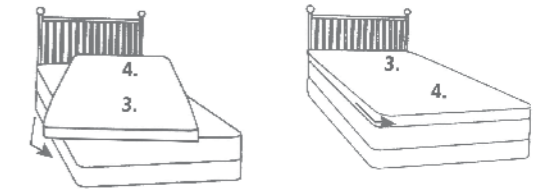
How to Rotate Your Mattress: In order to properly “break in” or condition your new mattress and to evenly distribute the comfort layers which helps minimize body impressions, Kluff recommends the following appropriate rotation methods.

### THE METHOD FOR THE MATTRESS



1. Rotate mattress head to foot  
2. Align mattress and foundation

### THE METHOD FOR THE KLUFT COMFORT PAD (IF APPLICABLE)



1. Rotate the pad head to foot.  
2. Align pad, mattress, and foundation

Note: During the “break in period”, rotate the Comfort Pad and mattress after the first 2-4 weeks or if body impressions occur. During this period, you must also sleep over the entire sleep surface and the middle of the mattress every 90 days. It is best to alternate the rotation of the Comfort Pad and mattress to allow the maximum surface break in.