



sleep peacefully with our full
manufacturer's guarantee



Premier Inn





**thanks for deciding to
purchase a Silentnight
sleep solution** that we
hope you'll absolutely love

**We know that reliability and
peace of mind matters to all
of our customers.**

That's why all of our mattresses, beds
and headboards come with a full
manufacturer's guarantee, so you can
sleep peacefully knowing we've got you
covered in case anything goes wrong.



we've got you covered

we'd like to think that nothing ever goes wrong but here at Silentnight we understand that unfortunately sometimes things do.

If you do experience any manufacturing issues with your new bed or mattress, whether that's through faulty materials or less than perfect workmanship, we promise to repair or replace any part, or all of the product that is affected. We just kindly ask that you follow the care and usage instructions and follow the terms and conditions to this guarantee which are all found in this booklet.

We will cover any manufacturing fault, faulty workmanship or materials on:

- Mattresses
- Upholstered divan bases

This guarantee only applies to products that has been purchased from an authorised Silentnight retailer in the UK and Republic of Ireland. The guarantee is only intended for domestic products purchased and used for domestic purposes. The product must have been used and cared for in accordance with our manufacturer's guidelines and instructions, you'll find the details you need in this booklet under the Care and Usage Instructions section. The full terms and conditions of your guarantee are also listed in this booklet, please take the time to read through them.

For guarantee inquiries call **0333 010 3103**

i've got a problem, how do I make a claim?

Before making a claim, please make sure you have your proof of purchase or delivery.

step 1

In the first year of purchase please contact the retailer you purchased from to register your claim. If you are contacting a retailer other than ourselves please follow their instructions.

If you purchased directly from Silentnight or you are making a claim after the first year of purchase and within the manufacturer's guarantee period (see information on earlier page) you can contact us directly to register your claim. Don't forget to check the terms and conditions under which you made your purchase as some retailers may offer a guarantee that is longer than one year.

The easiest way to register a claim with us is via our website **premierinnbed.co.uk/guarantee**

step 2

Upon receipt of your claim through our website we will send you a confirmation email. Our customer services team will log your claim and confirm next steps.

To register your claim with us you will need to have:



- Proof of purchase or delivery
- Photographs that you can upload to our website including:
 - The full product - please remove bed linen
 - Images of the issue you are concerned about
 - Image of the bed base with the mattress removed

how to care for your product

Our beds and mattresses are designed and tested to the highest British standards. We do this because we want you to enjoy a great night's sleep, every night. To help maintain the quality and comfort of your mattress and bed, we've put together these care instructions for you:

getting used to your bed

Chances are that the springs and upholstery in your old bed were not what they used to be, so your new bed may seem a little strange at first.

Please allow time for your body to adjust to your new bed and for the fillings to settle.

filling settlement is normal

The zoned spring system in your new mattress has been scientifically proven to offer optimum support and improve your spinal alignment and posture. Due to modern day fillings being more sumptuous than they used to be, you should expect to see a little settlement in the filling layers of your mattress, this is perfectly normal and there is no need to be concerned.

the main causes for settlement are caused by:

- Extra pressure in areas where body weight is most pronounced.
- Body heat and moisture, which can escalate settlement and slow down the recovery process of the fillings.

ensuring that your mattress is cared for properly may help to reduce settlement:

- Only use your mattress with a suitable base, one which will provide suitable support like our upholstered divans.
**If you have a slatted bed frame please make sure the slats are at least 10cm wide and the gap between them is no more than 7.5cm to make sure you and your mattress are supported properly.*
- As your mattress is single sided rotate your mattress 'top-to-toe' so that settlement from body pressures are evenly distributed.
- Air your mattress daily by pulling back the bed covers.

As with any soft furnishing product, your mattress will start to show settlement after several months of use. Whilst fillings may settle over time, the support system within your mattress will ensure that you receive many years of comfort.

let your mattress breathe

After its removal from the packaging, please leave your bed uncovered for a few hours to allow any odour or condensation to escape. To avoid risk of suffocation, please ensure that the polythene bag is well out of reach of children. The polythene bag is recyclable.

turn & rotate your mattress regularly

As you have purchased a single side mattress this will just need rotating from 'top-to-toe' once a week for the first two or three months and then monthly thereafter.

This will prolong the lifespan of your mattress and ensure even settlement of the fillings.

When rotating your mattress please ensure that you have assistance to avoid any accidents or the spring system becoming damaged within the mattress due to it falling on it's side.

protect your mattress

We recommend that you use a breathable mattress protector, which will protect it from coming into contact with body moisture or other liquids. Silentnight offer a range of mattress protectors which you can buy from www.silentnight.co.uk/bedding.

do not use detergents or chemical cleaners

Using detergents or chemical cleaners on your mattress may damage the fabric and stitching. Unless otherwise stated your mattress cover is not removable or suitable for washing. If the mattress cover does state it is suitable for washing, please ensure you follow the instructions on the label attached to the product.

new mattress smell

It's quite normal for new mattresses to have a slight odour when unpackaged. This is nothing to worry about and by airing the mattress you will find that any odours will pass.

do not bend or roll your mattress

Your mattress may be delivered flat or rolled. Specialist equipment is used to roll a mattress.

Please do not attempt to bend or re-roll your mattress yourself.

foam discolouration

Over a period of time, you will notice a yellowing of the foam. This is perfectly normal and is due to the properties within the foam, it will not affect either the quality or performance of your mattress.

do not overload or overfill drawers

If your bed has drawers, they have been designed to take lightweight items only. Excessive weight can cause distortion or damage to the drawers. Overfilling them may cause them to jam. Maximum weight: Mini drawers - 7kg. Standard drawers - 15kg. Our ottoman beds have a maximum fill weight of 40kg and this should be spread evenly.

upholstery

Woven fabrics - Our luxurious woven fabrics have a soft, rich texture. These fabrics should be specialist cleaned only.

the UK's most trusted sleep brand



We're immensely proud to be the UK's most trusted bed brand, chosen by a nation of unique sleepers across the country. We've been recognised as Britain's number 1 sleep Superbrand for 15 years.

tried & tested

We test every product in our in-house SATRA approved lab - it's the only one of its kind in the UK! We've done the hard work so that you can sleep peacefully knowing that your product has been tried and tested to the highest of UK standards.



sustainability

We're dedicated to having a positive impact on our planet, throughout all areas of our business. From eco-friendly mattresses to being carbon neutral, offsetting more carbon than we produce. We're the first sleep brand to commit to the leading Science-Based Target Initiative (SBTi) and have been recognised by a number of independent bodies and awards.



BFM

We're proud to be an approved member of the British Furniture Manufacturers (BFM) Trade Association - championing quality British manufacturing.



FSC® / FISP

We're committed to creating a greener environment through our business practices and by sourcing materials from sustainable areas. That's why we're members of the Forest Stewardship Council® (FSC®C104461) and the Furniture Industry Sustainability Programme.



terms and conditions

6
year
guarantee

Terms and Conditions of your Full Manufacturer's Guarantee.

If you wish to make a claim under the guarantee please check the conditions below and any in this booklet relating to your specific product.

You must be able to provide proof of purchase/delivery to be able to register a claim. Your purchase must have been made through an authorised retailer of Silentnight products within the UK and Republic of Ireland.

1. Please do not attempt to modify, alter or adapt your mattress, bed or headboard as this will invalidate your guarantee.
2. Your mattress must have been used in accordance with the care instructions and turned and rotated 'top-to-toe' if double sided or rotated 'top-to-toe' if single sided to help with settling the cushioning layers.
3. A single sided or 'no turn' mattress is usually indicated on the label. Single sided mattresses should only ever be used on the sleeping surface – label side up. On our Studio by Silentnight mattresses the comfort tag sits on the right of the bed when you are standing in front of the product.
4. We are unable to accept items that are soiled or unhygienic.
5. We recommend that you use a breathable mattress protector from new to maintain your mattress. Silentnight offer a range of mattress protectors which you can buy from www.silentnight.co.uk/protectors.
6. The mattress should not be used without bed linen.
7. The mattress must be used with a suitable base – one which will provide suitable support e.g. with slatted bed frames the slat widths should be 10cm and the gap between them no more than 7.5 cm.
8. The weight tolerance of 7kg for the small drawers, 15kg for the standard drawer and 40kg for ottoman beds has not been exceeded. Overloading the drawers can cause distortion or damage and may also cause them to jam. Ensure weight is evenly distributed.
9. We will be unable to accept a claim if the product has been subjected to unfair wear and tear or misuse.
10. This guarantee does not cover accidental damage and only covers defects in manufacture, materials or workmanship.
11. We may choose to instruct an independent third party specialist to carry out an in-home assessment of your product and claim to assist in our decision making.
12. This guarantee only applies to Silentnight products that have been purchased from an authorised retailer in the UK and Republic of Ireland.
13. This guarantee only applies to domestic products that have been purchased and used in a domestic setting. This guarantee does not apply to commercial products or premises.
14. This guarantee can't be transferred to anyone else if you decide to sell your Silentnight product within the guarantee period.
15. This guarantee is a manufacturer's guarantee and is limited to repair or replacement at our discretion. You may have additional rights under the Consumer Rights Act 2015 with your retailer. If you purchased directly from Silentnight then this would be us. It is usual for your retailer to deal with your claim in at least the first year after purchase, so always check with them first.
16. This guarantee does not affect your consumer rights.

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