



The Koala Soul Mate Mattress



Click the button
to watch the
unboxing video

How to Unbox Me

I'm stoked you're ready to jump into bed with me, but before we get to it, there's just a few easy to follow steps to ensure that we're looking after one another.

- 1 Now that I'm out in the open, simply tear open my plastic seal and unroll me.
- 2 Place me gently on your bed base: white side up, grey side down, and remember my famous gumleaf (I call it my birthmark) should be at the foot of your bed.
- 3 Find the box (box 1 of 2) that has my "comfort layer".
- 4 Simply tear open my plastic seal and unroll my comfort layer.
We suggest opening the mattress in a well-ventilated space (more details on page 2).
- 5 Carefully place my comfort layer on my base and keep your eyes peeled for a label at the foot of the bed that lets you choose your firmness level. Not to play favourites but I recommend giving the "medium-firm" side a go first.
- 6 Before zipping my comfort layer, you'll need to give my foam at least ONE hour to rejoice in it's new found freedom. I recommend flicking the kettle and making a cuppa.
- 7 There's a zipper on my side (remember to go easy) that connects to my comfort layer.
- 8 Once you've settled on your firmness level, I'm like a regular parka or jacket, all you need to do is just line me up with the zip closest to the top, feel it click and I'm ready to zip, but remember, be gentle.
- 9 It can take up to 72 hours for my foam to recover fully. I'm in it for the long haul so you've got nothing to worry about. My comfort layer firms up over time, so be sure to give each side a go for at least 3 nights. If you're still not feeling it, don't hesitate to give our friendly team a jingle on the old jangle at 1800 575 337 (1800 KSLEEP).

**Scroll down for more
important information**





Getting ready to use your mattress

After you've removed your mattress from the protective packaging it's a good idea to give it some time to breathe before dressing it up in your favourite linens.

Unbox your mattress in a well-ventilated room (with a window open, and perhaps a fan if you have it) to help air out the compressed foam. This will give your mattress some time to start to fully decompress and allow the new mattress scent to dissipate.

Most of the time the foam in the mattress will be recovered enough to use within the first few hours of opening although it can take a little longer for foams to fully recover to their natural state.

During this period the mattress may continue to expand in all directions and will continue to become more responsive.

Should my new Koala mattress smell?

Like many new products (new car smell anyone?), mattresses that come in a box have a scent which generally dissipates quickly after unboxing and removing packaging, though it can sometimes take up to a week or more to fully disappear.

If you notice a scent, rest assured that Koala mattress foam is made without formaldehyde, are low VOC (Volatile Organic Compounds), and meet CertiPUR-US® standards for content, emissions, and durability, and are analysed by independent, accredited testing laboratories.

Allowing the mattress to breathe in a well-ventilated space (like open windows, ceiling fan, door open) or vacuuming the mattress on a low setting helps draw out and remove this scent. We know this isn't always practical (especially in winter!), so if you don't, just be prepared for the scent to seem stronger or linger for a while longer.

Caring for your mattress

Regular maintenance of your mattress will help it look and perform its best for many years to come!

Koala mattresses are built using all new materials, and during the first few weeks of use the support and comfort layers will adapt and conform to your unique shape and size and sleeping positions. To help ensure a more even amount of wear across your mattress we strongly recommend that it is rotated 180 degrees at least fortnightly during the first three months of use. After this, it is good practice to continue to rotate the mattress at least every three months.

We also recommend as part of a good maintenance routine to vacuum your mattress regularly on a low setting to help freshen the fabric and remove dust and other small debris. Remove any spills or stains as soon as possible, and make sure to keep your mattress dry as excessive moisture can impact the foams long term performance. A mattress protector can be used to help keep your mattress dry and looking great while keeping out dust mites or other creepy crawlies!

Ready to move?

When it comes time to move, we recommend that the mattresses are carried from underneath with someone to assist you. While our mattresses are rolled and compressed using specialised equipment, you shouldn't try this one at home! Recompressing or keeping the mattress bent may damage the foam and impact its future performance and comfort.

If you're putting the mattress into long-term storage, make sure it's wrapped or otherwise protected, and it is best to lay the product flat rather than on its side.

