

dorelan®
dormire bene vivere meglio

MATTRESS

**COMMERCIAL GUARANTEE AND GENERAL
CARE OF THE MATTRESS**

ED.01 REV. 00 2019

ENGLISH 

Thank you for purchasing a Dorelan mattress.

For over 50 years, Dorelan has been producing mattresses in Italy using highly skilled workers who are attentive to the care of the product, down to the smallest detail.

All company processes are carried out in compliance with B&T SpA's „Hygiene for mattresses and pillows“ Regulations and Quality Management System structured according to the UNI EN ISO 9001 standard, certified by the Bureau Veritas Certification Body.

Dorelan carried out the Life Cycle Assessment (LCA) analysis according to the Product Environmental Footprint method for calculating the environmental performance of the mattress lines (with traditional springs, independent springs and in Myform) in order to consider all the incoming material / energy flows, the emissions produced and the outgoing waste streams associated with the life cycle of these product lines and thus being able to reduce them.



WARRANTY

“WARRANTY” means the restoration of conformity, without charge, by repair or replacement of the mattress, or its components if defects are ascertained within **5 years** from the date of delivery of the product.



GENERAL INFORMATION

The mattress consists of a core, enclosed by a lining, and its intended use is exclusively for resting, after the use of sheets.

Dorelan mattresses can be used by children, adults and the elderly even in the following situations:

- Self-sufficient subjects with reduced mobility
- Subjects who are bedridden for long periods and/or continuously (specific products: anti-decubitus medical aids)
- Subjects with reduced mobility that require programmed postural changes to be carried out with the help of specialised or duly trained personnel (specific products: anti-decubitus medical aids)
- Subjects with chronic or acute non-degenerative diseases of the musculoskeletal system
- Subjects allergic to dust mites (specific products: lining fabric with anti-mite treatment).

When using products that interact intimately with the person, such as the mattress, a variable period of subjective adaptation is necessary. Any odours emitted by the newly purchased mattress is considered normal and will tend to disappear over time proportional to the frequency with which the product is used and ventilated.

WARRANTY MANAGEMENT

The referent for reporting and handling the complaint is always the retailer from whom the purchase was made, appointed by Dorelan to ascertain production defects; the methods of intervention will then be agreed upon between the retailer and the manufacturer. Dorelan will activate the warranty only upon specific request by the retailer. The warranty is valid only if the mattress is in perfect hygienic conditions. (See Validity of the Warranty section).

The subject of the complaint will be repaired / replaced free of charge with the same item or, if the product is discontinued, with a similar one in effect at the time of replacement, based on the last revision of the catalogue.

Any replacement or repair of the mattress or its components does not extend the duration of this warranty, which will continue, in any case, until the expiry of the 5 years as planned.

All replaced products and components will become the property of Dorelan.

WARRANTY VALIDITY

This warranty is recognised, upon presentation of a fiscal purchase document showing the date of purchase and the retailer's business name.

The warranty is excluded in the following cases:

- Jeopardised hygienic conditions, in particular, if the mattress is dirty with organic liquids (Legislative Decree 81/08 to protect the health of workers)
- Subjective dissatisfaction with the performance and/or characteristics of the product found at the time of purchase (e.g. too soft/stiff mattress, retains/disperses too much heat, etc.)
- Damage caused by transport or handling not contested at the time of delivery
- Modification of the product or part of it
- Improper use of the product or negligence and neglect of use and/or storage
- Deteriorations due to normal wear and tear or damage attributable to the user (e.g. tear holes)
- Mold formation 4 months after the product delivery date; laboratory tests show that after 4 months of use, the possible formation of mold derives from a contamination of the external environment
- Failure to follow the instructions in the MATTRESS CARE section.

TO BE NOTED

It is recommended **not** to:

- Move the mattress close to sources of heat or open flames
- Expose the mattress, or parts of it, continuously to sunlight
- Remove existing seams, or parts of them
- Remove the labels sewn to the covering, or protected by the inner lining of the core for removable mattresses
- Smoking in the environment where the mattress is located
- Leave the packaging in the view and/or reach of children
- Fold, roll up and/or tie the mattress tightly for long periods
- Jump on the mattress
- Remove strains from the mattress or its components with aggressive chemicals and/or solvents
- For products with removable cover, wash the cover differently than indicated on the labels
- Use an iron and/or hair dryer to dry the product or part of it
- Use steam machines for mattress maintenance
- Use high power vacuum cleaners
- Pour liquids on the mattress
- Store the mattress in a damp - wet environment and/or in sealed packaging
- Perform work not explicitly described in this warranty
- Use metal mesh bed bases









Contact your retailer in case of doubt.

After the warranty period has expired, all costs relating to the repair or replacement of the product will be charged to the end user. Dorelan does not recognise other types of warranty other than this one. Any extraordinary concession other than as set forth in this warranty will be the sole responsibility of the retailer.

Dorelan declines all responsibility for any damage caused to persons, things or animals resulting from failure to observe the provisions indicated in this document.

HOW TO READ THE PRODUCT LABEL

All useful information relating to the product purchased is shown on a label sewn onto the edge of the product (side band); this label shows the following symbology:

	Registered trademark
	Manufacturer
	Product name
MAT.	Box / mattress core description
TESS.	Indication of the composition of the outer lining fabric
IMB.	Indication of the internal composition of the cover. If the two parts of the cover have different compositions IMB EST indicates the composition of the summer part and IMB INV the composition of the winter part
WINTER SIDE / LATO INV. ↑ SUMMER SIDE / LATO EST. ↓	If the two mattress support surfaces are different, the label indicates the winter side and the summer side of the product
	Production batch
	Bar code. Useful for product management by Dorelan
	Carefully read the Instructions Manual before using the product
Only for mattresses with removable cover 	Washing instructions For more information see the WASHING INSTRUCTIONS section
Only for medical devices 	CE marking pursuant to European Directive 93/42/EEC and subsequent amendments and additions
REGISTRATION NO.	Registration number of the medical device on the website of the Ministry of Health

MATTRESS CARE

Assessment of the supporting bed frame before positioning the mattress:

To take full advantage of the mattress performance, the supporting bed frame must have the following features:

- slatted base with a width not greater than 7 cm.
- number of slats for each measurement (single bed frame) ≥ 13
- periodically check the state of the slats in the most stressed areas. In case of loss of bending, ask for replacement to avoid damaging the mattress (ditches, wear, etc.)
- for double bed frames, check the presence of the central supporting metal strut and the central supporting base
- for double bed frames, check that the central supporting metal strut is not curved towards the floor (convexity)
- avoid using metal mesh bed frames.

It is important to know that at the time of choosing the mattress in the shop its bearing capacity can be influenced by:

- the temperature of the showroom
- the width of the mattress: a single is slightly stiffer than a double
- the type of mattress cover: a mattress with a lined lining is slightly stiffer than a mattress with a removable cover
- the bed system of which the mattress is a part, in particular the supporting bed frame, can have different features than that used at home, changing the response of the product.

It is natural that the capacity of the mattress tested at the sales point may be different than that at home.

The company always guarantees the consistency of the mattress's load-bearing features, since its Quality Management System (which is UNI EN ISO 9001 certified) regulates, standardises and controls all company processes, to guarantee constant product features.

Initial setting of the mattress

The main components of the mattress such as the fabric, the padding and the polyurethane, are characterised by high elasticity which ensures those unique ergonomic qualities of unsurpassed comfort. The elasticity of the materials, in fact, allows the surface of the mattress to adapt to the stresses that the product must handle, offering a specific bearing capacity.

Over time, the mattress adapts to the person using it, creating slight flattening of the lining and/or a slight depression in the slab, at the points of greatest stress (e.g. pelvis, shoulders).

This physiological feature can be guided to allow a uniform and ergonomic settling of the padding materials:

- in the first year of use it is necessary to rotate the mattress (head - feet) every 4 months to evenly adjust the elastic material of which the product is made.
- always turn the mattress upside down at each change of season (summer - winter).

Use the handles only to position the mattress on the supporting bed frame and not to move it (which must take place only if the mattress is complete: core enclosed by the cover).

General instructions for use

Before making the bed, leave the mattress uncovered so that it can free itself from the water vapour formed during the night.

Ventilate the environment frequently and for short periods.

It is strongly recommended to use a Dorelan mattress cover placed between the mattress and the sheets to protect the product from dust and stains.

INFORMATION

The pattern of some fabrics

The mattress cover may not have identical patterns for the same product (or rather, the pattern is not repeated systematically and symmetrically). Practically, the pattern design that characterises the fabric continues its evolution throughout the length of the roll used during the lining embroidering, not guaranteeing a systematic repetition of the design in the individual linings.

Pilling

Pilling is a natural phenomenon whereby a surface layer of fluff is created on the surface layer of knitted surfaces or surfaces made of some types of fabrics; this fluff then becomes tangled forming many small flakes or flocks.

Bed linen, such as sheets and/or mattress covers can affect the creation of pilling because the fibres of these linens can bind with the fibres of the mattress cover, accelerating and/or increasing this phenomenon.

It is possible to limit and slow down the formation of pilling on the mattress cover by using 100% cotton bed linen that is very thick and that is smooth to the touch.

Avoid bed linen with synthetic fibres that is thin and rough to the touch.

Pilling is in any case inevitable since it is caused by normal use of the product.

Mold prevention

Failure to comply with the general instructions for use (e.g. poor ventilation of the product and the room) together with the characteristics of the environment in which the mattress is placed (high humidity) can lead to the proliferation of mold (which is normally present in the air in the form of spores).

The development of mold, in this case, is not attributable to the construction of the mattress.

It is advisable to periodically check the mattress surface to prevent/exclude the eventual formation of this phenomenon.

To prevent the proliferation of mold, we recommend:

- check the components of the product 2 and 4 months after purchase, assessing the condition of the cover, over its entire surface, and the condition of the entire surface of the slab (if the mattress has a removable cover)
- comply with the general instructions for use
- maintain a relative humidity in the bedroom of less than 65%.

If liquid is spilled on the product or in the case of heavy sweating, dry the wet area well before covering it with bed linen or turning the mattress over. Warning: the apparent external drying of the product does not necessarily correspond to the complete drying of its internal parts.

In general, it is strongly recommended to use a mattress cover placed between the mattress and the sheets, for greater protection of the product.

Wear

Over time, slight signs may appear due to normal use of the product. This alteration represents a natural process that in no way compromises the excellent technical and comfort features of the mattress.

Cleaning the mattress

Gently brush when cleaning.

If the mattress is stained, contact your dealer before attempting to remove stains.






If the product has a removable cover, wash the cover by scrupulously following the instructions on the label sewn onto the mattress cover.

WASHING INSTRUCTIONS - ONLY FOR MATTRESSES WITH REMOVABLE COVER

Before washing, assess the capacity of your washing machine drum to check that the mattress cover, or part of it, does not remain too pressed and is not damaged during the washing cycle.

In particular, for too bulky loads, consider using self-service laundromats that usually have washing machines with greater capacity than the ones used at home one, or take it to your dry cleaners.

Follow the washing instructions shown on the label:

	Maximum temperature 30°C. Delicate cycle
	Do not use bleach
	Do not tumble dry with a rotary drum dryer
	Do not iron
	Do not dry clean

Also:

- Use a small quantity of delicate liquid detergent
- Use a 800/1000 revolution spin cycle

After washing:

- At the end of the washing cycle remove the items gently
- Do not wring or twist the mattress cover
- Dry the mattress cover keeping it stretched, without hanging it and without exposing it to direct sunlight and direct heat sources
- During drying, gently shake and beat the padding to improve its drying and divide the fibres.

MATTRESS TOLERANCES AT THE TIME OF PURCHASE

Since padded products are made of elastic materials, they are subject to small variations in size compared to nominal ones. This feature is so natural and inherent to the nature of the handwork that a European Standard, UNI EN 1334, has been prepared to regulate dimensional variations.

The standard is used as a reference when it is necessary to ensure the correct coupling between the various components of the bed system (e.g. mattress to be inserted in a bed, etc.), so that the finished bed system is compliant considering all the possible dimensional variations.

The company defines the following tolerances to the nominal dimensions of the mattresses:

Complete mattress (with cover) Tolerance with respect to nominal dimensions		
	Use of the mattress	
	Supported by bases (bed frames) without edges and/or headboard and/or footboard	intended to be inserted in a bed or on a sofa (UNI EN 1334)
Width	± 2 cm	- 2 cm
Length	± 2 cm	- 2 cm
Height	± 1 cm or 10%, depending on the minor value	

MATTRESS HEIGHT TOLERANCES DURING USE

The settling of the padding materials during the use of the product is physiological and does not constitute a defect; therefore, in addition to a well-defined tolerance, the difference between settling and sinking must be defined.

To define a tolerance in the attribution of the sinking defect of mattresses complete with cover during use, we need to interpret what is defined by the UNI 10707 standard.

This Standard considers the loss in height of the finished mattresses of **≤ 1 cm. und + 5%** of the original height of the product, during use. By way of example but not of limitation, the height deviations deemed **compliant** due to the use of the finished mattress heights are reported below:

Complete mattress (with cover) Tolerance in height variations during use	
Normal height (cm) of finished mattresses with cover	Sinking tolerance (cm) ≤ 1 cm. + 5%
18 - 21	Up to 1.9
22 - 25	Up to 2.1
26 - 29	Up to 2.3
30 - 33	Up to 2.5

A GESTURE OF SOCIAL RESPONSIBILITY

At the end of its use, we invite you to make a gesture of respect for the environment and solidarity by assessing the possibility of giving a new life to the mattress; contact a local non-profit organisation that will collect the product and use it for charity purposes.

RECYCLING

Once disposed of, the mattress must be given to public waste disposal and recycling systems.

The packaging materials are also to be sent for recycling:

- lining packing nylon → plastic
- If the following materials are disposed of, the QR card has to be kept:
 - String → dry waste
 - cardboard tag → paper

In any case, follow the recycling instructions of your Municipality.

This warranty is **in addition to and not a substitute** to any other right recognised to the product consumer / purchaser.

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