



GUIDANCE FOR CONSUMERS – BED BASES

Introduction:

As explained in the current version of our TEMPUR® Instructions for Use and Warranty booklet of June 2024, TEMPUR® mattresses must always be placed on a bed base which allows air to circulate to prevent moisture from accumulating in the mattress. For example, a spring, disc or slatted bed base, or a platform top bed base which has space underneath the top surface. It should not be a completely solid base. The base should also be on feet, castors or legs to enable air to circulate underneath it.

To help you find the ideal bed base which will provide the required conditions for your TEMPUR® mattress, please follow our guidelines below.

Our mattresses are only suitable for use on the following approved types of bed base:

1. Tempur® branded static and adjustable bed bases, which provide the required ventilation
2. Other static and adjustable bed bases which meet the following criteria:
 - The slats must be between 9-14 cm wide, and the space between the slats must be 7cm. Slats must be securely fastened to the frame at each end.
 - For bases over single size, these must have a centre support (e.g., a rail and leg to the floor) which must be securely fastened to the bed base
 - Materials used in the bed base must have a smooth finish, and wood bases must have no splinters or imperfections, as these can cause snagging or scuffing damage to the mattress.
 - Bases should be firm, supportive but must not restrict air circulation. They must therefore not be a completely solid base. For example, a spring, disc or slatted bed base, or a platform top bed base which has space underneath the top surface.
 - The base should also be on feet, castors or legs to enable air to circulate underneath it.
 - Bed bases should meet any published Australian standards for static bases.

Correct mattress support is an important element in providing long life for the mattress. Mattresses follow the contour of whatever they rest on. If a mattress is used on a base that slopes or dips under the user, this may cause the mattress to sag and top cover to wrinkle. Please check the top surface of the bed base is level and free of dips or hollows before putting the mattress on to the base.

Please note that if you do not use an approved type of bed base, then any defect or fault with or damage to the mattress due to the use of a non-approved bed base will not be a material defect due to lack of workmanship or materials on our part and we will not be able to deal with the claim under the terms of the TEMPUR® warranty.