

# Mattress Contents & Setup



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[quokkabeds.com.au/assembly](http://quokkabeds.com.au/assembly)

We package and dispatch all mattresses in 2-4 separate boxes:

- Latex Layers: 2 or 3 large boxes
- Covers and Pillows: Inside one of the largest boxes, or in their own small box.

**Box 1 = 1 Layer**



**Box 2 = 1 Layer + Cover**



## Step 1: Mattress Cover



After unboxing, lay out your cover on your base and unzip the top layer (it is much easier to assemble on a bed base with access to all sides of the bed!)

# Mattress Assembly Guide

Recommended: view the video at [quokkabeds.com.au/videos/](https://quokkabeds.com.au/videos/)

## Step 2: Configuration

2 Layers (16cm)

Medium-Firm (Feels 7 / 10)	Firm (Feels 8 / 10)	Extra Firm (Feels 9 / 10)
Medium	Medium	Firm
Medium	Firm	Medium

3 Layers (24cm)

Medium (Feels 6 / 10)	Medium-Firm (Feels 7 / 10)	Firm (Feels 8 / 10)
Medium	Medium	Firm
Medium	Firm	Medium
Firm	Firm	Firm

Work out which order to put the layers in, then find your bottom layer and place it on your bed, inside your cover. The boxes and layers are marked with the following codes:

- QM = Queen Medium
- QF = Queen Firm
- KM = King Medium
- KF = King Firm

Note: If in doubt, there is a small sticker on the corner of each layer indicating its firmness - either **Medium** or **Firm**



## Step 3: First layer

Carefully cut the packaging off the layer to let it roll out and decompress. It is important to fit the first layer inside your cover, ensuring it is fairly evenly aligned with the bottom of the cover on all 4 sides.

It will seem tight!

Note: The top and bottom of each layer are the same firmness, but you might prefer the larger, more-consistent holes on the top side.

OUR BEST TIP: When adjusting, use a 'wave' motion to shift it away from you!

## Step 4: Remaining layers

Repeat Step 3 on your remaining layers. Carefully align each layer with the layer below it, again ensuring the cover is even on all sides.

Don't worry if the cover seems too small, as the latex will stretch/compress. Latex can be malleable, so keep adjusting!



## Step 5: Zip it up!

Once aligned, carefully zip up the top layer of the cover. Do not excessively pull at or force the mattress cover closed.

Note: If the layers have bunched up on one side, use the 'wave' motion on the entire mattress to realign them.



## Need help?

Feel free to start a live chat on the website, message on FB or Email us, we'll try to get back to you as soon as we can. If you'd like, you can give us a call during our office hours Mon-Sat.

# Mattress Warranty & Information



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## Warranty & Care

### 20-year Warranty (more than a 10mm indentation in any layer)

- No need to rotate, it will not sag over time on a proper base.
- Do not flip, the cover has a canvas material base and must be located at the bottom of the mattress to improve air ventilation.
- Adding a Protector or Electric Blanket on top is fine and does not void the warranty.

### Moving the mattress:

- Individually fold in half, then roll each layer and wrap with glad wrap (to hold it rolled), then place in a large plastic bag (240L Bin Bags work well) and repeat for all layers.

### Washing The Cover:

- Only spot clean with mild detergent and warm water if necessary.
- The Organic Cotton & Wool Cover is susceptible to shrinking because of the Wool baffling. Shrinking is not covered under the warranty.

## Bed Base Requirements

### Latex Support

- Due to having no firm polyurethane foam or a spring base, a 100% latex mattress must have a firm, flat, aerated base supporting it (like ours), and requires the following:
  - At least 1 grounded central support beam for Queens (2 for Kings).
  - All slats must be spaced 3cm~5cm apart.
  - Hardwood timber slats preferred, that do not flex.

### Latex Aeration

- Latex requires sufficient ventilation, so it requires a base (as described above) that ensures air is passed through. This applies especially if you live in hot-humid climates. Mould on the cover is not covered under our warranty, although the latex itself is mould-resistant.

Note: It is recommended that you contact us directly for us to determine whether or not it is suitable for our Latex Mattress long term.