

Instructions for use of mattresses and medical devices

Dear Customers,

Thank you for purchasing our product. We are pleased that you have chosen our mattress – a product that meets high standards of quality and comfort. We believe it will provide you with long and healthy sleep, as well as genuine rest. We recommend that you thoroughly familiarize yourself with the enclosed instructions for use and maintenance to gain maximum benefit and extend the lifespan of your mattress.

At the same time, we kindly ask you to keep your proof of purchase along with the production label from the mattress containing the QR code. These documents are essential for the proper processing of any warranty claims. We wish you peaceful nights, quality sleep, and many pleasant moments spent on your new mattress. Please note that to obtain an extended warranty, it is necessary to register the product on the manufacturer's portal: <http://materasso-support.sk/> within 30 days of purchase.

1. Intended Use and Conditions of Use

The mattress is intended exclusively for sleep and rest in a domestic or medical environment. The mattress models listed in Section II have achieved medical device status and meet the requirements for medical devices intended for the prevention and support of pressure ulcer (bedsore) treatment.

2. Storage and Climate Conditions

The mattress must be used in an environment with a temperature of 10–27 °C and relative humidity up to 70%. Vacuum-packed or rolled mattresses must be unpacked within 3 months of purchase at the latest; otherwise, permanent deformation may occur. After unpacking, the mattress reaches its full shape within 24 hours.

3. Installation and Proper Placement

The mattress must be placed on a bed base (slatted frame) with at least 18 slats to ensure proper ventilation, body support, and to prevent deformation. The spacing between slats must not exceed 5–6 cm. The frame must be supported along its entire length. Placing the mattress directly on the floor or on a solid, non-breathable surface is impermissible – there is a risk of moisture accumulation and mold growth.

For spring mattresses, we recommend a fixed (non-adjustable) slatted frame. Foam mattresses should be placed on a slatted frame; adjustable frames (manual or motorized) are also suitable.

4. Use and Standard Properties

Initially, the mattress may appear too firm or too soft. However, the body gradually adapts to the new product, and its properties are usually fully appreciated after approximately 30 days of use.

5. Handling and Safety

We recommend two people for handling and carrying the mattress. Do not pull or push the mattress across the floor and do not lift it by the corners. Do not stand it upright – there is a risk of tipping over. Before placing the mattress in the bed, verify the recommended side for use. Some models offer different firmness levels on each side, labeled as Soft (softer side) or Hard (firmer side).

6. Maintenance of the Mattress Core

We recommend rotating the mattress every 6 months. Single-sided models should be rotated in the head-to-toe direction and ventilated regularly. If the mattress core becomes wet, it must be dried thoroughly. Do not use steam or extraction cleaning machines to clean the core.

7. Cover Care

For mattresses equipped with a removable cover, we recommend cleaning and treating them according to the symbols indicated on the cover label. When washing, follow the recommended temperatures and procedures; otherwise, the cover may shrink by up to 5%. Stretch the cover thoroughly before putting it back on after washing.

Covers quilted with foam may only be washed at temperatures up to 30 °C and dried without spinning. Do not use bleach. Dry the mattress cover in a vertical position.

8. Product Protection

The mattress may emit sounds during use due to the materials used. Jumping or prolonged sitting on the edge of the mattress can damage the springs or deform the filling. To increase hygiene and protection, we recommend using a topper (mattress protector/overlay).

The mattress must be protected from liquids, temperatures above 50 °C, and open flames. After unpacking, the mattress may have a specific scent from the components used, especially during the first days of use. This scent is not harmful to health and will gradually disappear.

Mattress dimensions may vary from nominal values by a maximum of 1%. During use, permanent indentations up to a depth of 15% of the mattress height may occur – this is a natural phenomenon and does not constitute a ground for complaint.

For mattresses with a foam or latex core, the filling may be glued to achieve the required dimensions; the manufacturer guarantees that this does not change the comfort zones or reduce the quality of use.

9. Packaging and Recycling

Do not walk on the protective films and do not put them over your head – there is a risk of falling or suffocation. Keep the label from the packaging for product identification purposes in case of a complaint. The materials used are recyclable. Follow the waste sorting rules in your locality.

10. User Obligations

The user is obliged to familiarize themselves with these instructions before first use. Follow all manufacturer instructions for safe and correct use of the product. Any serious incident must be reported to the manufacturer or the relevant EU authority. Use the product only for its intended purpose.

11. Manufacturer Information

MATERASSO Slovakia, s.r.o.
Oravské Veselé 612, Slovakia
VAT ID: SK2020129969

The products listed are medical devices and comply with the requirements of Regulation (EU) 2017/745 of the European Parliament and of the Council:

(Spinal duo, Lugano Top, Bergamo, Amalfi, Camilca comfort, Back stretch, Thermo silver, Viscostar, Green Coral, Swiss dream, Natur biogreen, Premier biospring, Klasik, Magnifico, Magnifico polargel, Natura, Swiss Exclusive, Momaco Dream, San Marino, San Reno, Oxygen Motion, Aqua sleep, Mediteran night, Visco Wind, Craft, Body Line, Visco Siesta, Viscogreen Lux, Viscogreen, Termopur Comfort, Sultan Termopur, Maggioge, Toscania, Da Vinci Duo Side, Hybrid Herbal, Hybrid Antracit, Airy Hybrid Gel, Airy Hybrid Visco, Hybrid Mind, Premier bio-ex luxus, Komodor bio-ex, Primator bio-ex royal, Admiral bio-ex exclusive)

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