



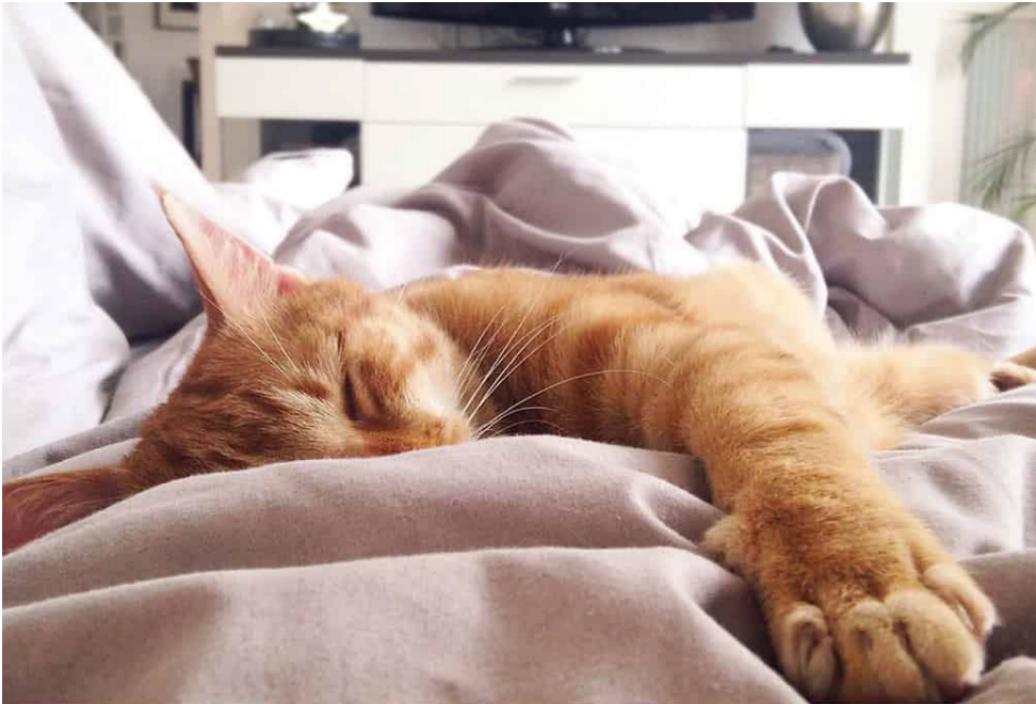
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**SPRINGAIR.CA**

## **BRAND KNOWLEDGE GUIDE**

Manufactured by  
**Restwell Sleep Products**  
RESTWELL.COM - (604) 576-6637





# CAT NAP JUST RIGHT.

We are all creatures of comfort. Spring Air delivers that "just right" feeling that you get from an incredible mattress at an undisputed value.



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## WHO WE ARE

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Spring Air Canada is distributed through National Retail & Independent Dealers in North America. Spring Air Canada also has a thriving Hospitality Sales Division which services corporate accounts across the country.

We produce spring core mattresses including zoned offset, continuous coils and pocket coils as well as foam mattresses including specialty foams such as eco, latex and memory foam.

The Spring Air Canada culture revolves around family, responsibility and community involvement. Spring Air Canada aggressively pursues office and manufacturing recycling programs. We believe in giving back to the community and supporting local charities. Spring Air Canada is also a proud and active supporter of the Better Sleep Council. With concern for the global environment, we have created product lines to minimize our carbon footprint.

Most bedding orders are scheduled, produced and shipped within 3 days of receipt with fast, friendly and reliable service on our dedicated trucking fleet. All of our Spring Air Canada mattresses are produced by Restwell Sleep Products in a state of the art facility in Surrey B.C.

### **Commitment to Sustainability**

In this day and age of mass production and mass consumption it is hard to find companies which take part in green initiatives and have a strong commitment to the environment; however, Spring Air Canada has always focused on using green practices and products that embody who we are as a brand.

Spring Air Canada aggressively administers recycling programs whether it is in the corporate office or down on the manufacturing floor. We recycle 100% of our scrap cardboard, plastic, and wood which in turn eliminates the overwhelming amount of waste which consumes our ecosystem. In addition, all excess foam, fabric, and fiber from our quilting machines is compressed and turned into a variety of new goods such as pillows and dog beds.

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## OUR BRANDS & WHAT THEY STAND FOR

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As the parent brand for many of other mattress lineups, Spring Air is truly the core of what we do at Restwell Sleep Products. The brand has been widely recognized for its innovative mattresses and sleep sets.



Spring Air's Back Supporter Essentials, Elite, and Platinum series of beds offer exceptional spinal support and pressure-relieving comfort, while keeping your body cool for the perfect night's rest!



Spring Air's Chiro Comfort & Chiro Comfort + Collections provide a full range of support levels to meet the needs of all sleeping styles. We make it easy to find the perfect fit. We have a bed for everyBODY!



Spring Air's ComfortFlex Bed-in-a-Box offers unbelievable comfort & quality in an easy to carry, easy to setup package. And unlike our competition, every ComfortFlex mattress is made in Canada, by a Canadian, with high-quality components.



Consists of passing twine, cords or tape vertically through the mattress from top to bottom, knotting and securing the loops thus formed with tufts, buttons, or lacing.



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## SLEEP FACTS

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- 12% of people dream entirely in black and white
- Two thirds of a cat's life is spent asleep
- A giraffe only needs 1.9 hours of sleep a day, whereas a brown bat needs 19.9 hours a day
- Humans spend 1/3 of their life sleeping
- It's not uncommon for deaf people to use sign language in their sleep
- Dysania is the state of finding it hard to get out of bed in the morning
- Parasomnia is a term that refers to unnatural movements during your sleep
- It's thought that up to 15% of the population are sleepwalkers
- 1 in 4 married couples sleep in separate beds
- Sleep deprivation kills quicker than food deprivation
- Within 5 minutes of waking, 50% of your dream is forgotten
- Pain tolerance is reduced by sleep deprivation
- Ideally, falling asleep at night should take you 15 minutes
- Humans are the only mammals that willingly delay sleep
- Sleeping on your front can aid digestion
- Fear is said not to be the main emotion in nightmares

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## MATERIALS

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### **Advanced Spring Units**

Delivering motion separation between you and your partner for undisturbed rest, this dual-gage design features firmer coils for added support.



### **Advanced Comfort Edge**

Our edge support coil system design provides a more supportive edge than other mattresses, expanding the sleeping surface and delivering a firm seating edge.



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## MATERIALS

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### **Cooling Technology**

Incorporating special treatments to our materials that continually adjust to temperature, our cooling technology creates a refreshing surface that always feel amazing.



### **Gel Infused Memory Foam**

Engineered to improve airflow, and release trapped heat, our Gel Infused Memory Foam provides extra pressure relief, keeping you comfortable throughout the night.

## BEDDING TERMS TO KNOW

### **The Back Supporter 7-5-3 System**

*A system of support in our Back Supporter mattresses. It has **7 zones of contouring foam** that cushions your body, **5 zones of support** designed with a pocketed coil system to provide you optimal support, and **3 zones of durability** & extra support in the center third.*

### **Adjustable Base or Lifestyle Base**

*An electro-mechanical bed frame that permits the raising and lowering of the head and foot portions of the mattress.*

### **Anti-Microbial Fibre or Foam**

*A specific treatment that inhibits the growth of microbial contaminants in the mattress.*

### **Body Impressions**

*Indentations occurring on the surface of a mattress over time, due to the compression of materials by the human body.*

### **Border**

*The vertical side or edge of a mattress or foundation. Pre-built borders are constructed by stitching together the ticking, foam or other filling materials and a backing material. Commonly quilted or vertical-stitched.*

### **Box Spring**

*Also referred to as a "foundation." A base for an innerspring mattress, consisting of coils or other forms of springs mounted on a wood or metal frame. It serves as a shock absorber, distributes weight, and supports and interacts with the innerspring mattress.*



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## BEDDING TERMS TO KNOW

### **Bunkie**

*A mattress, usually twin-size, and platform base used on bunk beds.*

### **CertiPUR-US**

*A certification program for foams. To be a CertiPUR-US certified foam the foam has to be made without ozone depleters, PBDE's, TDCPP or TCEP flame retardants, mercury, lead & heavy metals, formaldehyde & phthalates. It also has to have low VOC emissions for indoor air quality.*

### **Coil**

*Coils are the metal springs in your mattress. Some beds will have pocket coils and some will have continuous coil. Pocket coils reduce the sensation of movement on the bed because each coil is wrapped in a textile. Pocketed coils are often used in high-end mattresses because they are expensive to manufacture (Pocket coils are used in the Pure Energy Ignite & Radiance).*

*Continuous coils are made in an S-shaped curve rather than being coiled, and are made from one long wire and aren't wrapped like pocket coils are. REMEMBER, a high coil count doesn't always correlate with quality. You'll find each manufacturer has a different system to calculate coil count.*

### **Coil Count**

*The number of coils in an innerspring unit. Though the count can affect weight distribution, it is not the determining factor for firmness. The count is usually based on the number of coils in a full-size unit.*

### **Contoured**

*A contoured mattress provides pressure relieving support by conforming to your body. Mattresses that are contoured are soft where you want them to be and firm where you want them to be.*

## BEDDING TERMS TO KNOW

### **Convoluted Foam**

*Better known as "egg-crate" foam that is specially cut to produce hills and valleys, giving gentle softness and more surface comfort. Foam surface treatment is available in multiple patterns.*

### **Cotton & Wool**

*Cotton & wool in mattresses, when referred to in the context of a mattress, are added to the top layer of fabric, not the inside of the mattress (there are some exceptions). Wool and cotton act as natural insulators. They help the fabric not develop hot or cold spots.*

### **ECOTEX Soy Foams**

*Eco-friendly and health-conscious soy bean based foams, that will provide you with long lasting durable support. Soy based foams are higher in natural content and better for the Earth and you!*

### **Edge Guard**

*Generally an extra component added to the edge of a mattress and/or box spring to give support on the sides.*

### **Euro-Top Mattress**

*A mattress featuring a raised, squared-off surface finishing treatment filled with soft comfort layers and attached to the mattress upholstery at the tape-edge.*

### **Gel Foam**

*Generally a visco-elastic foam containing "beads" or particles of semi-solid gel—also called "gel-infused foam." Semi-solid, poured gel also can be used as a separate component in the comfort layer of a bed.*



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## BEDDING TERMS TO KNOW

### **Latex**

*Latex is a natural, high-performance foam. There is both Dunlop and Talalay latex. Talalay latex is less dense, but has a more consistent feel.*

### **Mattress Topper**

*A topper is a removable piece of foam to add cushiness or firmness to a mattress. A mattress topper can make a mattress softer or firmer based on your preference.*

### **Memory Foam Gel or Memory Foam Mattress**

*Memory foam is foam with gel placed in it. Memory foam is visco-elastic polyurethane foam. It conforms to your body better than foam.*

### **Pillow Top**

*Pillow top means that there is an extra layer of padding on top of the mattress. Pillow top mattresses provide a soft, extra-comfortable surface for sleeping.*

### **Quilting**

*The surface treatment in which the cover, foam or other fibers are sewn together, using various stitch patterns on quilting machinery, including scroll or panel quilters (single needle) & multi-needle quilters.*

### **Stretch Knit**

*A heavy-weight mattress ticking consisting of a top layer, bottom layer & filling material knitted together & intermittently stitched.*

### **Tufting**

*Consisting of passing twine, cords, or tape vertically through the mattress, knotting & securing the loops thus formed with tufts, buttons, or lacing. The purpose is to hold the mattress filling in-place.*

## WARRANTY DOs & DON'Ts

### DOs

**DO** turn your mattress frequently. The materials used in this mattress are designed to conform to your body's individual contours. If your mattress is 2-sided, rotate your mattress head to toe after two weeks of use, then two weeks later flip the mattress over.

Continue this sequence for the first 3 months of use, then once every month thereafter to maximize its conformance to your body. If you own a Never Turn mattress rotate it head to toe for every 2 weeks for the first 3 months of use, then once every month thereafter. It is your responsibility to turn the mattress in this manner to ensure validation and compliance with these warranty provisions.

**DO** carry your mattress flat on its side. It's easier to handle and less likely to damage the mattress.

**DO** replace the foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is really the foundation, which supports the entire mattress.

**DO** keep your bedding clean. We recommend using a mattress pad to protect your investment from any accidents. Any kind of stain(s) **WILL** void your warranty

**DO** keep your retail receipt in a safe place, this must be submitted if a warranty issue does arise.

**DO** leave the law tag attached to the sleep set for warranty purposes.



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## WARRANTY DOs & DON'Ts

### DON'Ts

**DON'T** PLACE NEAR OPEN FLAME OR EXPOSE TO FIRE. THIS MATTRESS IS NOT FLAME OR FIREPROOF AND CAN IGNITE AND/OR BURN IS EXPOSED TO OPEN FLAME OR FIRE. WHEN IGNITED, SOME BEDDING MATERIALS CAN BURN RAPIDLY AND EMIT SMOKE AND HAZARDOUS GASES.

**DON'T** smoke in bed. This mattress is manufactured as required by federal law to resist but not necessarily eliminate, ignition by smoldering cigarettes.

**DON'T** carry mattress using handles. Use handles only to position mattress on foundation.

**DON'T** let anyone stand or jump on your mattress or foundation. It was not built for the kind of weight concentration.

**DON'T** allow your mattress to get wet. Protect it from all liquids. Any kind of staining will void the warranty.

**DON'T** place a board between your mattress and foundation. Your sleep set is designed specifically to provide you with support.

**DON'T** bend your mattress under any circumstances. Such treatment may damage the innerspring unit.

**DON'T** remove the law tag label at the end of your mattress. This serves as means of identification to establish your warranty rights.

**DON'T** use dry cleaning fluid of any type on your mattress. These chemicals will damage some of the construction materials.

**DON'T** rotate the mattress by yourself. To avoid injuring yourself and damaging the mattress, have someone else to assist you with this.

## WARRANTY INFORMATION

Spring Air warrants that this sleep set will be free from defects in material and workmanship as described in this Limited Warranty. The Spring Air warranties apply to a mattress when purchased with a matching foundation by Spring Air.

If the mattress is on a foundation other than a Spring Air, this warranty is not valid and not applicable (Mattresses that are placed on approved platform bases such as waterbed platforms or something similar will be honored at ½ warranty.

### Length of Warranty

This warranty begins on the day you purchase your sleep set. If your sleep set is repaired or replaced this limited warranty will not be renewed or extended. Please refer to the “Warranty Schedule” found in this document to determine the length of your warranty.

#### If a Warranty Problem Occurs

In the unlikely event that a defect that is covered in this warranty occurs with your new mattress or foundation:

1. Contact Spring Air Warranty Department
2. Provide proof of purchase, you must be the original purchaser.
3. Fill out our service care form. Can be found on our website [www.restwell.com](http://www.restwell.com) under the warranty inquiry tab. Provide pictures of the problem area(s)
4. Arrange for the return of the product to the Spring Air factory where the product will be inspected. We are unable to inspect or repair the product until it reaches our factory.



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## WARRANTY INFORMATION

In order for this limited warranty to be valid you must be the original consumer purchaser from an authorized Spring Air dealer in Canada, you must provide a copy of the original store receipt.

Spring Air reserves the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is soiled or found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials.

Please refer to the “Do’s and Don’ts of Bedding Care” section of this brochure for the proper for proper sleep set care. Any costs incurred from these procedures are not covered by this warranty. Transportation arrangements and costs are the responsibility of the purchaser. Terms and conditions are subject to change based on industry standards.

### Notes for Maintaining a Quality Mattress

#### Turning a mattress correctly

For maximum life and comfort from your new mattress and to ensure full coverage of the issued warranty, don’t forget to turn your mattress.

If you have bought the Never Turn Mattress, you only have to rotate the mattress in a complete 180°, head to toe, so the top will be at the end of the bed. For all two sided mattresses, first repeat the step above and then flip the mattress completely.

#### Appearance of Body Impressions

Body impressions in the mattress may appear as the comfort layers in the mattress settle and conform to the contours of your body. Body impressions will vary depending on your sleeping habits.

#### Keep your mattress clean

We do recommend purchasing a high quality mattress protector to ensure the longevity of your mattress. Even if the mattress is found to be defective, but is in an unsanitary (soiled/stained/infested, or any other abuse); condition Spring Air reserves the right to refuse service and invalidate the warranty of your mattress.

# TIPS FOR A GREAT SLEEP

## Invest in a Comfortable Mattress that Supports your Unique Body Shape!

Many consumers wonder why they are not sleeping at night and don't look at their current mattress situation. A mattress that has the proper support is the first step in sleeping better and longer.

## Set a Schedule for your Body

Pick a time and help get yourself into a routine of hitting that "bedtime". Your body will know its time to rest and get into a deep sleep faster!

## Make your Bedroom for Sleep

TV's, cell phones, and reading in the bedroom can actually keep your mind wandering. Doing certain tasks outside of the bedroom will help your mind focus on SLEEP when you get into bed.

## Setting a Sleep Routine

Although we may not want to admit it, we can catch ourselves falling into a routine. This can work to our benefit when it comes to sleep, for instance brushing your teeth prior to getting directly into bed can help your body understand its time to snooze!

## Exercise to a Better Nights Sleep

Exercising benefits are all over the internet, one of its major benefits provided by the National Sleep Foundation is that daily exercise can help you achieve a better nights sleep.

## Be Smart about Napping

Napping can be too much of a good thing! If you need to nap be sure to do it early rather than often. Napping too late can cause you to have symptoms of insomnia.

## Write Down your Problems

Many of us think at night about "what we could of done" or "I wish I had done that differently" it often helps to write these down and get them out of your head.

## Keep your Bedroom Dim & Cool

Our Sleep experts have found that keeping your body cooler actually helps slow your heart rate allowing yourself to dive into a deeper sleep. Be sure to check your thermostat to be between 65 and 75 degrees but ensure your body is just right! Not too cold or too hot

## Pillows Matter Too!

Although some people do not use pillows; they are a great sleep tool! Aligning your neck in the proper sleeping position can be the different between a great nights sleep and a good nights sleep!

## Stay Booze-Free Before Bedtime!

Alcohol prior to bed will signal your body to stay awake! Drink your last glass at least 2 hours before you hop into bed!



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