

Technogel[®]
Sleeping

Mattress
Guarantee

Guarantee.

Dear Customer,

Congratulations on the purchase of a Technogel® Mattress.

This Guarantee provides you with detailed information on the guarantee's terms and conditions, along with instructions for the correct use of the purchased mattress. For this reason, we invite you to carefully read the following product information and to keep this booklet for future reference. The preservation of the quality and efficiency of the mattress requires following a few simple rules regarding correct use and care, which you will find in this booklet.

All Technogel mattresses are covered by a 10 (5+5) years guarantee against defects in materials or workmanship starting from the date of purchase. This guarantee applies, subject to normal wear and tear, when the products are used as intended following all Technogel instructions and requirements. Replacement of the Product or of any of its components, pursuant to this Guarantee, does not extend the duration of the Guarantee, which will last until the end of the 5+5 year period as from the original date of purchase.

The guarantee on any floor sample will start from the production date rather than from the purchase date.

Technogel[®] mattresses have a pro rata* limited guarantee of 10 (5+5) years. During the first 5 years, Technogel provides a limited guarantee against defects in materials and workmanship by replacing the product free of charge. Starting from the 6th year from the date of purchase, a progressive limited guarantee is applied to the selling price, according to the schedule below.

***Pro rata schedule**

Year 1 through 5: full coverage.

Year 6 through 10: pro-rata calculation. Required contribution = (selling price indicated in the purchase documents/5)*n. years after the 6th (from 1 to 5)

In case of valid claims covered by the limited guarantee after 5 years from the date of purchase, Technogel will provide an equivalent replacement mattress, with a contribution by the customer equal to the pro-rata amount indicated in the schedule. E.g.: 7 years on, the required contribution will amount to the selling price indicated in the purchase documents, divided by 5 and multiplied by 2 (where 2=7-5).

Delivery and damage assessment costs are at the customer's expense in any case.

The contact person for the adjustment of the guarantee claim is the retailer where the mattress was purchased. Technogel will decide how to proceed with the assessment of the claim and the related schedule. Technogel may send a serviceman to assess the damage of

the mattress and its type, as well as to determine whether to replace the mattress.

All claims under this Guarantee must be accompanied by the original receipt of purchase indicating the date of purchase, the name of the retailer, the delivery date and the details of ownership; also, for the validity of the guarantee, the technical tracking label sewn onto the mattress cover must not be removed.

In the event that the purchaser is unable to present the purchase documents, Technogel may decide, in its sole discretion, to take action under the guarantee, elapsing, in this case, from the production date.

This guarantee is valid only in favor of the original purchaser of the mattress. The original purchaser is the one who purchases the Product directly from Technogel or from an authorized retailer of Technogel[®]. If a purchaser is not the original purchaser of the mattress, he/she takes it “as is” and “with all faults”, and Technogel shall not be liable for any claims concerning such product.

The covers and the handles are covered by a separate 2-year guarantee.
For the correct use of the handles, see the instructions on page 12 (fig. 1).

If a model has been discontinued, Technogel may in its sole discretion replace it with a mattress of equal or better value at its option. The replacement product may have a different design.

ANY WARRANTY OR GUARANTEE BY TECHNOGEL WITH RESPECT TO THE PRODUCTS SHALL BE SPECIFICALLY LIMITED TO THOSE OBLIGATIONS WHICH ARE EXPRESSLY HEREIN PROVIDED. TERMS AND CONDITIONS HEREIN SET FORTH SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE. TECHNOGEL MAKES NO WARRANTY (EXPRESS, IMPLIED OR STATUTORY), NOR WILL TECHNOGEL BE HELD LIABLE, FOR ANY DEFECT, EVENT OR CIRCUMSTANCE OTHER THAN THOSE HEREIN STATED, OR UNDER TERMS AND CONDITIONS OTHER THAN THOSE HEREIN STATED. IN NO EVENT SHALL TECHNOGEL BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LOSSES, FOR INJURY TO PERSONS OR PROPERTY, OR FOR COMMERCIAL LOSS, EXCEPT TO THE EXTENT SUCH LIABILITY CANNOT BE EXCLUDED OR RESTRICTED BY LAW.

The mattress is conceived, designed and manufactured solely for the rest of people. It is not intended for children under 3 years of age or for animals, nor for any activity other than rest.

This Guarantee applies when the mattress is used as intended, following all Technogel instructions and requirements (see below). This Guarantee does not apply to defects due to incorrect use or care of the mattress nor does it apply to imperfections or defects due to normal wear and tear, soiling or indirect damage.

Technogel® mattresses are covered by a guarantee against defects in materials and workmanship, including surface depression and/or sinking over 2,5 cm (1 inch) from the original height of the mattress. Values lower than 2,5 cm (1 inch) are considered physiological parameters for the settlement of the structure under the weight of a human body. This Guarantee covers exclusively defects in materials and workmanship. Technogel makes no warranty (express, implied or statutory) nor will Technogel be held liable for any claims concerning:

- mattresses that have been modified or subjected to accident, misuse, neglect, unauthorized repair or improper tampering, testing or storage;
- any procedure in which the mattress has been used, if the claim is not caused by the product;
- the use of any other product which may be sold together and/or used with the products, if the claim is not caused by the mattress;
- conditions arising from normal wear and tear;
- changes in softness (which may take place over the years), which are natural and do not affect the characteristics of the mattress;
- mattresses used and/or stored in unsanitary conditions, particularly due to bodily fluid stains;
- damage directly or indirectly caused by people, animals or things, due to the non-compliance with Technogel instructions for the use and care of the mattress;

- a normal wrinkling due to the elasticity of Technogel® removable covers;
- personal dissatisfaction with features and/or characteristics noticeable at the time of purchase (e.g. the mattress is too soft/hard, retains/disperses too much heat, etc.);
- deterioration due to external agents such as fire, water, steam, sunbeams or electric blankets;
- the mattress as a remedy for any specific medical condition;
- any incidental or consequential damages or any complications arising out of the use, or inability to use, the mattress;
- personal dissatisfaction with individual comfort preferences, sheet fit or height issues;
- damages arising from the non-compliance with Technogel® use and care instructions hereinafter provided;
- any factor, circumstance, event or condition other than a defect in materials and workmanship.

In addition, this Guarantee shall be invalid and ineffective, and Technogel shall not be held liable, if the mattress has been used as follows:

- it has been used on a ill-fitting sized slat base;
- it has been used not on a uniform support (see instructions for use and care section);
- it has been bent, rolled up and/or tied (please refer to the instruction for use and care section);
- it has been used in such a way to cause harm, damage and/or deformation/alteration to its components;

- it has been wet and/or stained (the mattress should look perfectly clean and be in excellent sanitary condition);
- it has been used not in accordance with the declared intended use or without complying with Technogel® use and care instructions hereinafter provided;
- it has been altered or tampered with by an unauthorized person, or have suffered intentional or accidental damage;
- it has been used in hotels, RVs, motor-homes and the like;
- its internal protective cover has been opened or broken.

The above-mentioned actions, factors, events and/or circumstances relieve Technogel of any responsibility for any damage to people or things.

If you have questions regarding Technogel® Products, or any of the information provided herein, you may contact Technogel Customer Service Department. Please find instructions on Technogel website: www.technogelworld.com

Please retain this Guarantee and your original purchase receipt for ten (10) years.

INSTRUCTIONS FOR USE AND CARE

Your new Technogel[®] mattress has been produced with the highest quality materials and state-of-the art technologies. In order to achieve high performance for the the life of the mattress, and for proper mattress care, it is important to know and apply the following simple norms of use and care:

- the materials used may have their own specific odor, which will diminish in a short period of time;
- a slight depression or change in softness, due to morphological adaptation, should be considered normal;
- do not wrench the handles. Use them as described on, page 12 (fig. 1);
- do not use chemical cleaner substances on the fabric; the fabric covers can be washed following the instructions on the technical tracking label attached to the cover;
- do not use irons, blow dryers or other heat sources on the fabric when in place and/or on the mattress itself;
- do not use steamers or steam sterilizers to clean the mattress. Such treatment would jeopardize the texture and duration of the mattress;
- do not use electric blankets as they could jeopardize the texture and duration of the components;
- do not spill liquids on the mattress;
- do not – and do not let anyone – stand or jump on your mattress: it was not built for that kind of weight concentration or abuse;
- do not bend, roll up or tie the mattress and do not leave it in a vertical position;

- in case of stains on the fabrics, contact your retailer before attempting any removal or simply follow the cleaning instructions on the technical tracking label attached to the cover;
- do not remove the internal protective cover. It is not intended to be detached from the mattress cover at any time; the guarantee is void if the protective cover is opened or broken;
- store horizontally in a dry place between 10° C and 40° C, with no weight on top;
- do not expose the mattress to sunbeams, UV rays, or sources of heat above 43° C or external agents such as fire, water or steam;
- do not carry out maintenance operations on the mattress;
- Technogel® mattresses are designed to work on an unprung platform base and on wooden slat base that is structurally capable of supporting the weight of purchaser's Technogel mattress and user(s);
- we recommend that you use Technogel® mattresses on a proper sized wood slat frame, e. g. for mattress length 200 cm (78 1/2 inches) use wood slats that are 38x8 mm (1 1/2 x 1/3 inches) x 14 pairs of slats 25 mm (1 inch) between each slat of the pair and 25 mm (1 inch) between each pair of slats) or wood slats that are 65-68x8 mm (2 1/2 x 1/3 inches) x 14 slats singles 60 mm (2 1/3 inches) between the slats), for a mattress that is 100 cm (39 1/3 inches) or more use slats with a thickness of 10 mm (3/5 inches);
- this mattress has been developed for rest on the Technogel® side only: we recommend that you, on a regular basis, rotate your Technogel® mattress on its horizontal plane to refresh its comfort, making sure that the Technogel® layer is always positioned on the top of the mattress (see Illustrations, page 12, fig. 2);

- your Technogel® Piacere and Armonia mattresses will be provided with a protective non-removable cover and with a washable and detachable cover; the Technogel® Estasi mattress comes with a protective non-removable cover and with a double-layer washable and detachable cover.
- we recommend that you do not sleep directly on the mattress' cover, but that you use it instead with a linen;
- it is advisable to air the mattress as often as possible, ideally every morning and, in particular, at any change of linens;
- it is advisable to use the mattress between 18° C and 25° C, with a relative humidity of approximately 60%;
- extra covers, besides the one provided with the mattress, could jeopardize the elasticity of the mattress and, as a consequence, the comfort provided;
- do not use candles, cigarettes, or lit matches on or around your bed;
- do not allow your mattress to get wet, since some of the upholstery materials may compress. Protect it from water or other liquids;
- do not remove the technical tracking label sewn onto the mattress' cover;
- do not flip;
- avoid contact with sharp objects or edges that could tear or cut the mattress.

Given the considerable weight of the mattress, it must be handled by at least 2 to 4 people according to the size (see instructions on page 12, fig.1). When handling, follow the instructions on page 12 (fig.1) and pay attention to people, children, animals or things around you.

Also, when you handling or moving your mattress, do not leave it unattended in vertical position.

WARNING

Discard the plastic wrapping on your mattress as soon as possible as a child or pet can become entangled and suffocate. For security reasons, do not smoke in bed and do not expose the pillow to excessive direct heat sources.

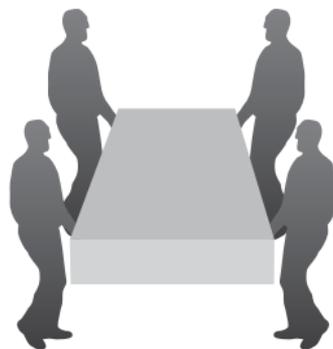
For further help or information, please contact your local dealer or refer yourself to our website www.technogelworld.com.

ILLUSTRATIONS

(Fig. 1)

How to move your Technogel® Mattress

- Lift the mattress as illustrated.
- Please note that, given the considerable weight of the mattress, you should lift it up according to the size:
Less of 100 cm width: 2 people
100 cm or more width: 4 people.
- The mattress should be moved by holding onto the 4 lower corners.



(Fig. 2)

Technogel® Mattress periodic rotation

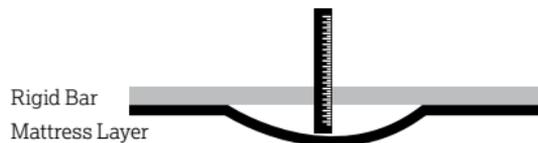
- To refresh the comfort of your Technogel® mattress, simply regularly rotate (every 6 months) it on its horizontal plane, counter-clockwise, a half turn, and realign the mattress with the base.
- Remember: this mattress has been developed for rest on the Technogel® side only; so, it has a top surface and a bottom surface, and cannot be flipped over; please make sure that the Technogel® layer is always on top.



(Fig. 3)

How to measure a depression

- In the unlikely event of a noticeable depression on your Technogel mattress, please put a rigid bar (wood or metal) over your mattress; measure the depression with a ruler.



Life made comfortable™

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