

VIVE™

Technogel®
Sleeping



Comfort is the new luxury.

Mattress Warranty

Limited Warranty.

Dear Customer,

Congratulations on the purchase of a Technogel Sleeping VIVE mattress.

This Limited Warranty provides you with detailed information on the warranty 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 few simple rules of correct use and care, which you will find in this booklet.

All Technogel Sleeping VIVE mattresses are covered by a 10-year limited warranty against defects in materials or workmanship starting from the date of purchase. This Limited Warranty applies, subject to normal wear and tear, when the products are used as intended following all Technogel instructions and requirements. The Limited Warranty, for the mattress only, can be extended up to 10 additional years, for a total of 20 years, by registering, within 3 months from the date of purchase, to the website **www.technogelworld.com** in the “Warranty Registration” dedicated section, which you will find in the home page.

All claims under this Limited Warranty must be accompanied by the original receipt of purchase indicating date of purchase, name of the retailer and delivery date of the mattress

For the warranty to be valid, the original purchaser shall present the purchase documents indicating date of purchase and delivery of the mattress, name of the retailer and the details of ownership. In the event the original purchaser is unable to present the proof of purchase, the manufacturer may decide, in its sole discretion, to take action under the limited warranty, attested, in this case, by the production date.

This limited warranty is valid only for the original purchaser of the product. An original purchaser is one who purchases the product directly from TECHNOGEL or an authorized retailer of TECHNOGEL. If purchaser is not the original purchaser of this product, he/she takes it "as is" and "with all faults".

Technogel Sleeping VIVE mattresses have a pro rata* limited warranty of 10+10 years (after warranty registration). During the first 10 years, Technogel provides a limited warranty against defects in materials and workmanship by replacing the product free of charge. Starting from the 11th year from the date of purchase, a progressive limited warranty is applied to the selling price, according to the schedule below.

*Pro rata schedule

Year 1 through 10: full coverage.

Year 11 through 20: pro-rata calculation. Required contribution = (selling price indicated in the purchase documents/10)*n. years after the 11th (from 1 to 10)

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In case of valid claims covered by the limited warranty after 10 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.: 13 years on, the required contribution will amount to the selling price indicated in the purchase documents, divided by 10 and multiplied by 3 (where $3=13-10$).

If the warranty has not been registered, the 10 years of coverage are all non-pro rated.

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

The textile cover is covered by a separate 2-year limited warranty. The limited warranty does not apply to defects due to the incorrect use or handling of the product, or imperfections or defects due to normal wear and tear, soiling or indirect damage.

For the correct handling see instructions at page 10 (fig. 1)

Component elements of the foundation are guaranteed for the life of the component elements against breakage or detachment. Foundation fabrics are covered by a separate 2-year limited warranty.

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

The contact person for the adjustment of the limited warranty claim is the retailer where the product was purchased; the manufacturer will decide how to proceed with the assessment of the claim and the related schedule. The manufacturer may send a serviceman to assess the damage of the mattress and its nature and determine whether to replace the product.

All Technogel Sleeping VIVE mattresses are covered by a limited warranty against defects in materials and workmanship and depression and/or sinking of the surface over 1^{1/4} inches from the original height of the mattress. Values lower than 1^{1/4} inches are considered physiological parameters for the settlement of the structure under the weight of a human body.

Instruction on measuring method can be found at pag 11 (fig. 2)

The Limited Warranty provided for herein does not cover:

- changes in softness (which may take place over the years), which are natural and do not affect the characteristics of the mattress.
- products in an unsanitary condition, particularly due to bodily fluid stains.
- damage directly or indirectly caused by people, animals or things, due to the non-compliance with the instructions of Technogel on the recommended use and maintenance of the mattress.
- personal dissatisfaction with the features and characteristics noticeable at the time of

- purchase (e.g. the mattress is too soft/hard, retains/disperses too much heat, etc.).
- deterioration due to normal wear and tear and deterioration caused by external agents such as fire, water, steam, sunbeams or electric blankets.
- the product as a remedy for any specific medical condition. Technogel does not warrant against any complications resulting from the use or inability to use this product. We do not warrant individual comfort preferences, sheet fit or height issues.

The warranty is valid only if the mattress has been used as follows:

- It has been used on a Technogel approved foundation.
- It has not been bent, rolled up and/or tied (please refer to the attached “Warnings” section)
- It has never been used as to cause harm, damage and/or deformation/alteration to the components of the product
- It has not been wet and/or stained (it shall look perfectly clean and in excellent sanitary conditions)
- only for the declared intended use. In particular, the mattress is conceived solely for the repose of people. It is not indicated for children under 3 years of age and animals, nor for any other action than sleeping.
- in compliance with the recommended use and maintenance advice provided.
- The product has not been altered or tampered with by an unauthorized person
- The mattress has not suffered intentional or accidental damage
- The mattress has not been used in hotels, RVs, motor-homes and the like.

The above-mentioned actions relieve the manufacturer of any responsibility for any damage to people or things. Replacement of the mattress or of any of its components does not extend the duration of the warranty, which will last until the end of the 10+10 (if the warranty has been registered, otherwise just 10) years period from the date of purchase.

Terms and conditions set forth in this Limited Warranty shall be the consumers sole and exclusive remedy should the product fail during the Limited Warranty period.

THE EXPRESS WARRANTIES SET FORTH HEREINABOVE ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED AND EXCLUDED BY TECHNOGEL. IN NO EVENT SHALL TECHNOGEL'S LIABILITY OF ANY KIND INCLUDE ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF TECHNOGEL SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH POTENTIAL LOSS OR DAMAGE.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives the purchaser specific legal rights, and the purchaser may also have other rights, which may vary from state to state.

If you have questions regarding the Technogel Sleeping VIVE Mattress or any of the information provided herein, you may contact Customer Service Department.

Please find instructions on our www.technogelsleeping.com website.

Please retain this Limited Warranty and your original invoice for twenty (20) years.

INSTRUCTIONS FOR USE

Your new mattress has been produced with the highest quality materials and state-of-the-art technologies. In order to achieve high performance for 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, shall be considered normal;
- Handle as described in the instructions, page 10 (fig.1)
- Do not use solvents or chemical substances on the fabric;
- Do not use irons, blow dryers or other heat sources on the fabric sheets 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;
- The fabric cover shall not be wet, washed with water or ironed;
- Use Technogel approved foundations only;
- Do not spill liquids on the mattress;

- Do not stand or jump on the mattress or the foundation
- Do not roll up or tie the mattress or leave it in a vertical position;
- In case of stains on the fabrics, contact your Retailer before attempting any removal or follow the cleaning instruction;
- Do not remove the cover. It is not intended to be separated by the mattress cover at any time; the warranty is void if the protective cover is opened or broken;
- Store horizontally in a dry place between 50°F and 104°F, with no weight on top;
- Do not expose the mattress to sunbeams or external agents such as fire, water or steam;
- the mattress must be aired as often as possible, ideally every morning and, in particular, at any change of linens;
- To optimize the benefits of your mattress, remember to rotate it by 180 every 6 months.
- Use on the side of the Technogel only; the Technogel layer is positioned on the top of the mattress.
- It is advisable to use the mattress between 60.0 °F and 76.0 °F, with a relative humidity of approximately 60%;
- Use with a linen, do not sleep right on the mattress' cover
- 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 on or around your bed; in case of fire exit and then call 911;
- Do not let anyone stand or jump on your mattress. It was not built for that kind of weight concentration or abuse;

- Do not allow your mattress to get wet, because some of the upholstery/cover materials may compress. Protect it from water or other liquids;
- Do not remove the legal tag label at the top-end of your mattress. This serves as a means of identification to establish your warranty rights. Without the legal tag label the limited warranty is void;
- Do not flip over.
- Avoid contact with sharp objects or edges that could tear or cut the mattress.

It is the purchaser's responsibility to preserve the foundation. It shall only be used with a Technogel Sleeping VIVE foundation as its only use is to support a Technogel Sleeping VIVE mattress. The general instructions of this limited warranty apply to the foundation, as well, in particular with respect to the instruction that no standing or jumping on the mattress is advised.

Given the considerable weight of the mattress, it must be handled by at least 2 to 4 people, depending on the model, following the proper instructions. All sizes of the mattress must be handled by 4 people. When handling, follow the instructions on page 10 (fig.1) and be careful of people, animals or things around you.

Also, when 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; a child or pet can become entangled and suffocate. For security reasons do not smoke in bed and do not expose the mattress to excessive direct heat sources.

ILLUSTRATIONS

(Fig.1)

How to move your Technogel Sleeping VIVE mattress

Lift the mattress as illustrated, keeping it horizontal and centering the weight.

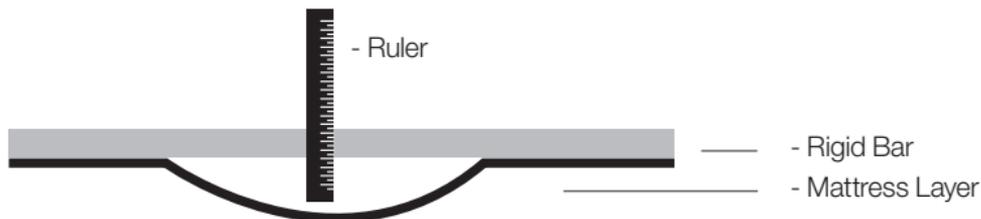
Please note that, given the considerable weight of the mattress, you should lift it up in 4 people.



(Fig.2)

How to measure a depression

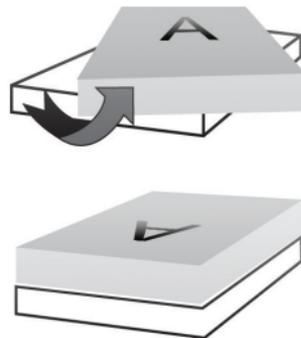
In the unlikely event of a noticeable depression on your Technogel Sleeping VIVE mattress, please put a rigid bar (wood or metal) over your mattress; measure the depression with a ruler.



(Fig.3)

Mattress periodic rotation

When you have to refresh the comfort of your mattress, rotate it counter-clockwise by 180° and realign mattress with foundation.



Comfort is the new luxury.

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