



# BEDUCATION®

## Boxed-Bed Mattress FAQ'S

### 1. **What's the best way to open a roll-packed mattress?**

Make sure that the mattress is at room temperature before allowing the product to expand. There is a *first* layer of plastic that is air-tight and encases the mattress after the mattress has been compressed. After this process, the mattress is rolled up and there is a *second* layer of plastic that is wrapped around the mattress to help keep the mattress in this rolled-up shape.

To unwrap, first peel off that outermost second layer of plastic that is holding the mattress in the rolled-up shape. Be careful to remove this plastic without puncturing the first inner layer of plastic that is keeping the mattress air-tight. Next, unroll the mattress and position it flat upon its foundation or base in the proper orientation. Boxed-bed mattresses using innersprings for a support system can expand quite quickly, so make sure that the mattress is unrolled and properly positioned before allowing it to expand. Finally, rip open a small hole in the first inner plastic layer to allow air to rush in as the mattress "reinflates". Finish removing the rest of the inner plastic layer to allow the mattress to fully expand.

### 2. **What should I use to cut open the plastic surrounding the mattress?**

Some boxed-bed mattresses will come with small, specialized safety cutters designed to slice through the plastic while minimizing the risk of poking a hole in the mattress or cutting one's skin. The use of normal scissors is discouraged, as it's very easy to slip when cutting through the plastic and damage the mattress. Scissors with rounded tips, such as athletic trainer's scissors, can be more safely used. Many choose to use only their hands and fingers to rip through the plastic, as this is an easy way to safely control the expansion process and to not rip the mattress.

### 3. **How long does it take for the mattress to fully expand and how soon can it be used?**

Expansion and "re-inflation" of the mattress will begin as soon as the inner plastic layer surrounding the compressed mattress is punctured. The amount of time for a full recovery of all the materials within the mattress will depend upon the type, quantity, and thickness of those layers. Full expansion usually takes place within 24-48 hours. Many people choose to sleep on their mattress before it has fully recovered, and while this shouldn't damage the mattress, the initial comfort may not be optimal.

### 4. **How long can the mattress stay compressed in the box?**

Many manufacturers recommend that the mattress remain roll packed for no more than 90 days. Mattresses using higher quality materials will maintain more of their pre-compressed qualities for longer periods of time than mattresses using lower quality materials, so unwrapping the mattress and allowing it to expand as soon as it is brought home and has reached room temperature is recommended.

### 5. **What type of base should be placed under the mattress?**

This will vary by manufacturer, but most modern one-sided mattresses, roll-packed or not, are designed to be placed upon a firm and flat surface. Metal and wood platform beds are common support structures, and many boxed-bed mattresses may also be used on adjustable bed bases.

### 6. **What if the mattress is found to be damaged?**

If the boxed-bed mattress has been drop shipped and it arrives from the transport company with extensive damage to the box with visible damage to the mattress, take photos of this and refuse the shipment and have the carrier report it as damaged in transit. Then contact the retailer where the purchase was made with this information. However unlikely, if the mattress is discovered to have concealed damage once it is expanded, take photos of this damage and contact the retailer where the purchase was made.