

SHOP SMART: MATTRESS 101

Lesson One: Is It Time To Buy a New Mattress?

Much has been written about the importance of sleep to the quality of our daily lives. As a matter of fact, most adults sleep between 6-8 hours a night, or about one-third of their lives! This means that most people use their mattress more than any other possession! *Are you getting a good's night's sleep?* How do you know if your mattress is helping you have restful sleep or preventing you from it? Consider the following points to help you find out:



According to The International Sleep Products Association (ISPA), a good mattress set will last 5-7 years with continuous use. Older sets should be replaced as they wear out or become less comfortable.



As your body ages, your needs and comfort preference change as well. A mattress that felt great years ago may no longer be right for you. Buy a new mattress that meets your current needs and sleep more comfortably.



A healthy sleeper moves anywhere from 40 to 60 times per night. As such, it is important have a mattress that allows sufficient freedom of motion while you sleep. If you sleep with a partner, we strongly recommend a Queen or King size mattress, both of which are wider and longer than the standard double or Full size bed.



If you are experiencing sagging or roll into your partner in the middle of the bed, check your bed frame. Quality frames provide support for your mattress and box spring(s) and eliminate the sagging that is common with inferior beds and frames.

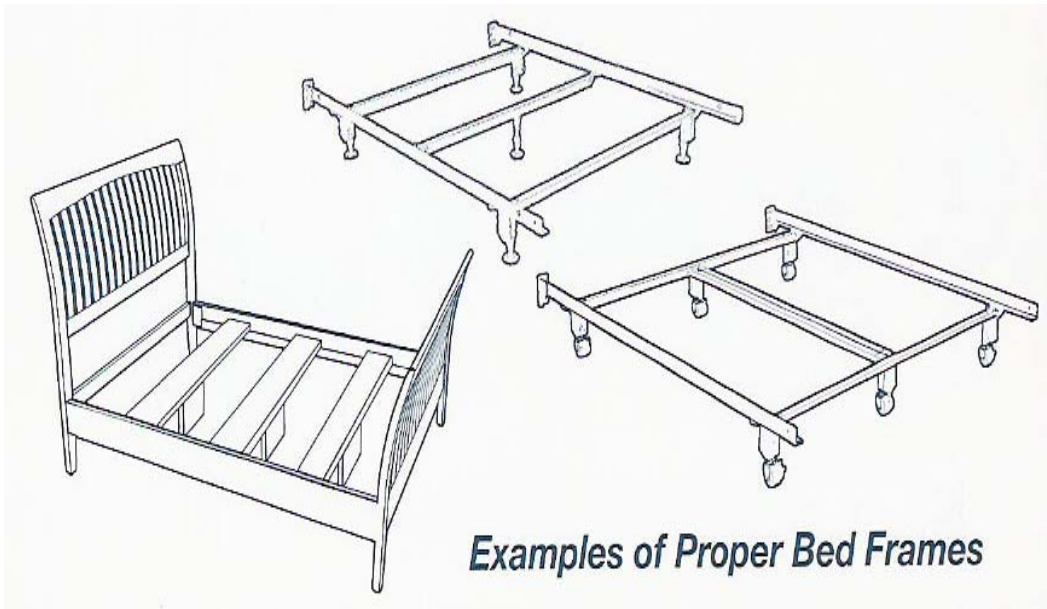




Check your box springs if your mattress shows visible signs of wear and tear. Mattresses and box springs should be purchased together for the best performance. Older or sagging box springs fail to provide your mattress with the proper support. If you have an older box spring, your mattress will also conform to any deformities or inconsistencies that it may have over time.



If your bed makes noise, you should check your frame. Most squeaks are caused by the frame or the place where the frame attaches to the headboard and footboard. In some cases, lubrication of the casters will take care of squeaks. In other cases, ask yourself the following: Is your frame sturdy? Does it separate easily causing the box spring to sag or fall to the floor? Does your frame have a center support with legs? Center supports are a must for Queen and King sized beds and are also recommended for Full size beds.



Examples of Proper Bed Frames



Lesson Two: Shopping Tips

Now that you've determined you need a new mattress, it's time to start shopping! Before you go, take note of these simple shopping tips so that you can make an informed decision at the store.



If you have a partner, be sure to bring them along so that you may find a mattress set that is comfortable and supportive for you both.



Wear comfortable clothes for lying down and shoes that can be easily removed. Pants are always a good idea when shopping for a new bed.



Lie down and relax on each model that you are considering. You should try lying on your back, side and stomach as well as with your partner. Ask yourself these questions: Is there enough space? Are my hips and shoulders comfortable? The longer you test a mattress, the more adequately you will be able to judge whether or not it's right for you.



Get the whole story. Study all of the available information about the product. Read the labeling and be sure to ask questions about product features and design. If you have any doubts, ask the sales associate to write down the product's components for you.



Shop at a store you know and trust. You should feel confident that you are getting good information, good service and top quality products.





Shop for the best value, not the lowest price. You can always find "bargain bedding" at rock bottom prices, but when it comes to getting a good night's sleep, you should always buy the best that you can afford.



Be wary of "free" products. Some ads offer a free frame or delivery, but in reality nothing is free. If you go to a store that advertises anything "free" and try to just get the "free" item, you will find that it is built into the price of the merchandise you buy and nothing is "free."



If you need a frame, make sure you purchase a good one. All quality frames should have 2" wide wheels and a center support for Full, Queen and King size mattress sets. A sub-standard frame will only cause you problems in the long run and is not a bargain at any price.



Buy a complete set if at all possible. Mattresses and box springs are designed to work together and should be purchased as such. A real working box spring not only provides more consistent support, but also helps the mattress last longer by acting as a shock absorber. Please note that some beds don't use a box spring. This is something that you should keep in mind when shopping for furniture as not having a box spring will affect the feel and durability of your mattress.



Shop around. Compare different brands feature for feature and make an educated buying decision that you can feel good about.





Lesson Three: Finding the Right Mattress For You

Different brands, models and prices often make mattress shopping an overwhelming experience. Don't let yourself get exhausted or confused! Finding the right mattress and box spring doesn't have to be so hard! Simply determine your priorities in advance and then shop accordingly. This is important because while the process for picking a mattress may be the same for everyone, priorities vary with individuals. In order to determine these priorities, there are four key points that you should consider:

COMFORT

You will sleep best when your bed helps you feel comfortable, cozy and secure. Comfort is an individual preference, so it is important to choose what you like best. Remember that the size of your mattress can affect your comfort level.

SUPPORT

The ability of the bed to hold your body in proper position. A good mattress will gently support your body at all points. When trying mattresses, pay special attention to the heaviest parts of your body; your shoulders, hips and lower back.

DURABILITY

The length of time that your mattress and box spring will continue to be supportive and comfortable. Durability is determined by the quality of product, degree of use, weight of sleeper(s) and proper care.

PRICE

Buy only quality products made with all new materials. To shop effectively, first find a mattress that feels good to you, then find out exactly what's inside so that you can compare similar features.





COMFORT

Gone are the days when a mattress had to be as hard as a board to be good for you. After all, a mattress that is too hard may only succeed in putting your shoulders and hips to sleep. You will sleep best when your bed helps you feel comfortable, cozy and secure. In order to find the most comfortable mattress for you, you need to choose the right level of firmness. We recommend that you lie down on the one that you like best for at least 15 minutes to ensure that it's right for you.

Firmness refers to the "feel" or comfort of the mattress set. It is derived from a combination of the upholstery materials and the support system of the mattress. Ultimately, it is a personal preference. All things equal, a firm mattress is NOT more supportive than a plush mattress! They can both be supportive, it just depends on which you like better.

Finding the "feel" that you prefer is best determined by lying down and trying each mattress yourself. When doing so, keep in mind that today's mattresses and box springs are built with luxurious cushioning materials to create a plusher, softer feel. Support, durability, and price increase as you move up to premium products. What's most important, however, is that you find the feel that's best for you.

In order to test each mattress, try lying down in your typical sleeping positions. Keep in mind that side sleepers usually prefer thicker and softer padding than back sleepers as it contours better to your shoulders and hips. Stomach sleepers; however, tend to sleep best on a mattress with less padding.

Softer mattresses mean thicker, higher mattresses. As such, you need to make sure that you can get in and out of the bed with ease. You should also check if a thicker mattress will cover up too much of your headboard. If you think the bed is too high for any reason, you may want to consider a low profile box spring, which will lower the overall height of your mattress set.





Many of the sheets available will fit today's thicker mattresses, but you may need deep pocket or high contour sheets for some of the extra deep models.



Don't Forget About Size!

Comfort isn't just about firmness. Cramped quarters can also have an impact and turn sleeping into a nightly wrestling match. Since a healthy sleeper moves anywhere from 40 to 60 times per night, it is important to choose a size that will allow sufficient freedom of motion while you sleep and will help you relax while getting to sleep. Standard mattress sizes are as depicted below:

Custom mattresses are also available in the following sizes: Three Quarter 48" x 75", Three Quarter Short 48" x 72", California Queen 60" x 84", Super Single 48" x 84"

We can also manufacture custom mattresses and box springs to fit antique beds, sleeper sofas, campers, boats, or other special needs you may have.

Please Note: Innerspring mattresses and box springs have a tolerance of $\pm 1 \frac{1}{2}$ ". Foam Mattresses can usually be made with tighter tolerances.



If you sleep with a partner, we strongly recommend a queen or king size. Both are wider and longer than the standard double or full size bed



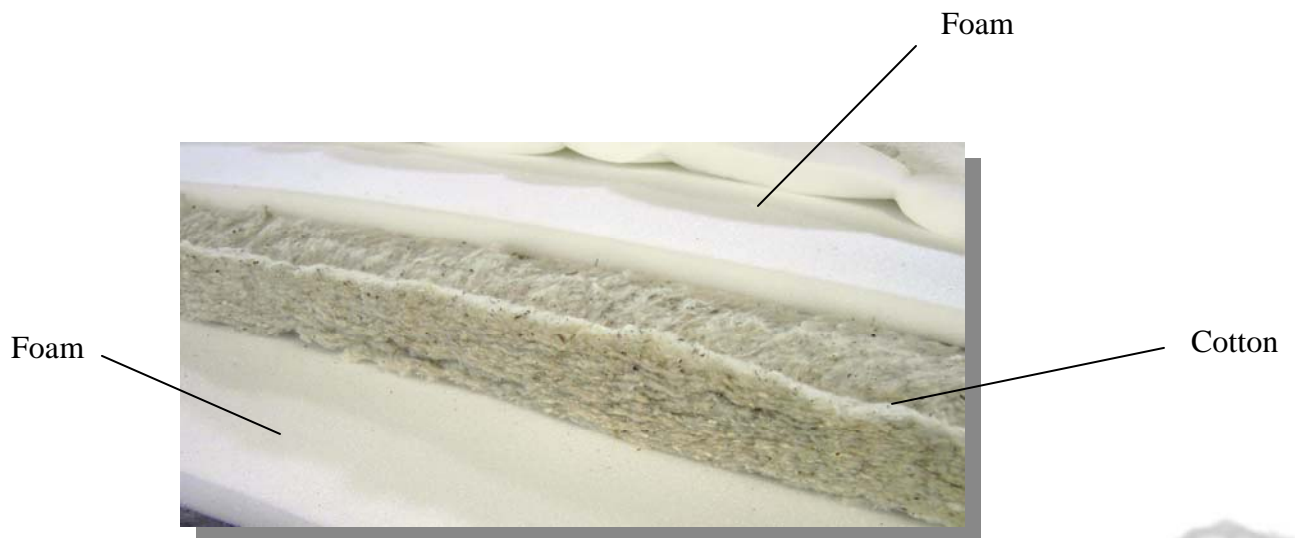


Box springs are slightly smaller than the mattress. This is normal. Both units are equal in size, but the additional layers of upholstery in a mattress tend to cause this slight size differential.

Upholstery Materials

The padding or upholstery layers of a mattress are typically composed of cotton, fiber or foam. These layers insulate the body from the innerspring unit and create different comfort choices by adding varying amounts and types of padding materials. Upholstery materials, combined with the innerspring and box spring support system, are largely responsible for the "feel" or "comfort" of a mattress.

Cotton is one of the finest upholstery materials available for use in a mattress. It is an excellent insulator against coil feel and helps reduce the feel of partner movement on the mattress. Cotton also helps maintain a more consistent mattress comfort as it firms up slightly over time, offsetting the softening characteristics of foam.



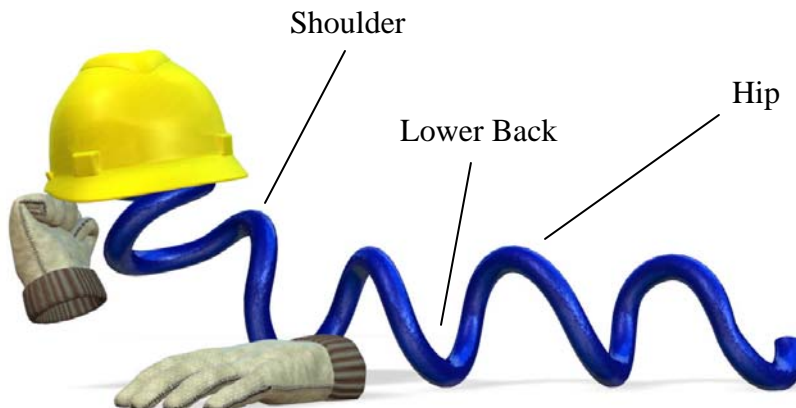
Upholstery "Cheat" Sheet

TYPE	MATERIAL	FUNCTION
Upholstery	<ul style="list-style-type: none"> • Typar Fabric • Synthetic Fiber Pad • Hair Pad • Stitched Cotton • Convoluted Foam • SuperSoft Foam 	<ul style="list-style-type: none"> • Prevents upholstery from pocketing into coils • Adds firmness to innerspring • Adds highest degree of firmness to the innerspring • Insulates against coil feel and helps maintain consistent feel over time • Cushioning material • Cushioning material
Surface Quilt	<ul style="list-style-type: none"> • Polyurethane Foam • SuperSoft Foam • Fabric Cover 	<ul style="list-style-type: none"> • Provides Conforming Surface Cushioning • Provides enhanced Surface Softness

Support

Correct support is an essential ingredient for a healthy body. It is mainly delivered through the "core" of the mattress, which can be innerspring, foam, air or water. It is also delivered through the box spring or foundation under the mattress.

A good mattress and box spring will gently support your body at all points and keep your spine in the same shape as a person with good standing posture. When trying mattresses, pay special attention to your shoulders, hips, and lower back, the heaviest parts of your body. If there is inadequate support, you can develop back pain. However, if a mattress is too rigid, you can experience uncomfortable pressure.



Innersprings

Innersprings are the most common type of support system used to make mattresses. These units are comprised of metal coils that are either pocketed or open and laced. Innersprings conform to and support your body by allowing your shoulders and hips to penetrate the surface while allowing the back to be supported in its proper position.



When shopping for an innerspring mattress, there are a few things to consider:

Design of the Coil - There are five basic types of innerspring coil designs: Marshall, Bonnell, LFK, Offset and Continuous.



Marshall Coil - A straight barrel, unknotted coil that is encased in fabric. It is sometimes made with non-tempered steel, which reduces the long term resiliency of the springs.





Mattress Lingo - An innerspring can either be tempered or un-tempered. Tempered innersprings are generally preferred because they are stronger, more resilient and therefore more durable. The tempering process, which involves heating the wire or innerspring unit to a high temperature, can be done electronically or in a tempering oven. The term "double tempered" or "twice tempered" is used often in the industry, but once a coil has been heated to the optimum temperature to achieve tempering, it cannot be tempered twice. *All spring units used by The Original Mattress Factory are tempered for maximum durability.*



Bonnell Coil - An hourglass shaped coil with a round, knotted head. It is made with tempered steel and is commonly used in most national brand entry level products as well as some promotional products. *The Bonnell coil unit is used in The Original Mattress Factory's Classic and Legacy lines.*



LFK Coil - A straight barrel coil with an offset, squared and unknotted head. It is made with tempered steel and is a premium quality innerspring unit utilized in the flagship product lines of several brands. *The best LFK coil unit is used in The Original Mattress Factory's Regency line.*

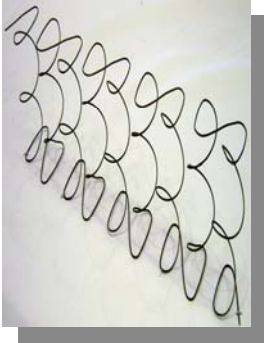


Offset Coil - An hourglass shaped coil with a squared head that can be knotted or unknotted, as shown below. It is made of tempered steel and is a premium quality innerspring unit found in high end luxury brands. *The best Offset knotted coil unit is used in The Original Mattress Factory's Orthopedic line.*





Mattress Lingo - The end of a coil is either knotted or unknotted. Knotting uses more steel and gives the coil more stability.



Continuous Coil - A strip of coils that runs either vertically or horizontally with each head representing the end and beginning of consecutive coils. It is made of one piece of tempered wire and normally has a high coil count, but uses less steel and a much thinner gauge of wire.

Coil Count - The number of coils in the unit. Counts are usually quoted in full or queen sizes. The number of coils alone has little bearing on the quality of the unit. The design, wire gauge and number of turns must also be considered!



Pay attention to the number of coils in your mattress! Coil count is not everything, but there should be more than 300 coils with a minimum of 13 gauge wire in the Full size model. Likewise, there should be a minimum of 375 coils, 13 gauge wire in a Queen size, and 450 coils, 13 gauge wire in a King size.

Wire Gauge - The thickness of the wire, which is defined as the total number of wires laid side-by-side it takes to fill up an inch. The lower the number, the thicker and more durable the wire. For example, a 12 $\frac{3}{4}$ gauge wire is thicker than a 15 gauge wire.

Number of Turns or Rotations - A coil turn is defined as a complete rotation in the coil. More turns equates to more coil resiliency and longer coil life. In addition, more turns allow the sleeper's weight to be distributed across more wire, resulting in less wire fatigue in the coil.



Innerspring "Cheat" Sheet

TYPE	DESIGN	COIL COUNT (Full)	COIL TURNS	TEMPERED	WIRE GAUGE	WHERE USED
Marshall	Straight Shape Unknotted End Encased in Fabric	513-1260	4 - 11	Tempered OR Not Tempered	13.75 to 17.00	Simmons BeautyRest Simmons BackCare SpringAir
Bonnell	Cylindrical Head Knotted End	231-364	5	Tempered	12.50 to 14.00	OMF Classic & Legacy Lines All National Brands Various Products
LFK	Offset Head Straight Shape Unknotted End	522-693	5	Tempered	14.00 to 14.50	OMF Regency Line Sealy Posturepedic Spring Air Therapeutic
Offset	Offset Head Knotted End or Unknotted End	330-416	5 - 6	Tempered	12.50 to 13.00	OMF Orthopedic Line Stearns & Foster Chatham & Wells
Continuous Coil	Continuous Wire	432-752	3	Tempered	12.75 to 14.75	Continuous Coil

Foam

Foam mattresses are becoming increasingly popular in today's market. Like innerspring mattresses, foam conforms to and supports your body by allowing your shoulders and hips to penetrate the surface while allowing the back to be supported in its proper position.





If you are interested in a mattress with a foam core, there are a few different kinds of foam available:

Polyurethane Foam

Latex Foam

Visco Elastic / Memory Foam



Be aware! Many mattresses advertised as having memory or viscoelastic foam do not actually have foam cores. Instead, they contain a thin layer of foam located deep beneath the upholstery layers, which you can't even feel. Before you buy, make sure you understand exactly how much foam is used and where it is located.

Air and Water

Some mattress cores are composed of air or water. These cores provide support through displacement, allowing the heavier part of the body to force the air or water into areas with less weight (like a balloon that is squeezed in the middle.)

The Original Mattress Factory does not manufacture air or water beds.

Unlike an innerspring or foam support system that continues to provide proper support with the addition of plush materials on the surface, air and water support systems actually lose support when a customer attempts to soften the feel of the bed by removing some of the air or water.

The only way to determine if the support is right for you is to lie down and try out the mattress.

Durability

People often ask how long a mattress will last. For many years the mattress industry stated that the average life of a good mattress set was in the 8-10 year range. Now the industry and the Better Sleep Council recommend replacing your mattress every 5-7 years. It is





difficult to say what is the more accurate guideline because the life of a mattress

is influenced by several things: the quality of the materials used in the product, whether a mattress is padded on one side or two, the weight of the person(s) sleeping on the mattress, whether a box spring is used and the type of box spring (e.g. working modules or straight wire foundation).

At The Original Mattress Factory, we make two-sided mattresses so you have the option to flip to help extend the comfortable life of your mattress by sharing the wear over two sides versus concentrating the wear on only one side. We also use working modules in our box springs to provide better shock absorption. These construction elements are designed to offer greater durability than what is commonly found in the marketplace today.

Price

A wide range of prices exist in the bedding industry, making it hard to compare mattresses and sets. At The Original Mattress Factory, we make it easier by providing the best value: a quality product at an excellent price. We are able to offer these prices because our factory is right here at our store, enabling us to eliminate middleman costs. As such, we offer our lowest prices everyday - clearly marked for customers. We never have sales, so you're never pressured to buy on any given day. You buy when you're ready and you always receive the best price.

Remember: Price alone means nothing. The question you have to ask yourself is "What am I getting for my money?"

To shop effectively, first find a mattress that feels good to you, and then find out exactly what is inside so that you can compare similar features. As an educated consumer, you will realize that our beds are equal to, if not better than the national brands because we've eliminated the middle man and passed the savings on to you!

Be careful of trying to save money by buying just a mattress. A mattress and box spring are designed to work together, and if one is





worn out, the other probably is too. A new mattress on an old box spring is only a quick fix. In a short period of time the new mattress will

conform to the weak areas in your box spring and reduce the amount of support and comfort you will get in the long run.





Lesson Four: Common Pitfalls

Due to the variety of brands, models, features and prices available, shopping for a new mattress set can be confusing. What complicates matters even more is that most mattresses are sold simply by merchandising gimmicks. A few of the more common "pitfalls" of mattress shopping are outlined below. The better you understand them, the better prepared you'll be when shopping for a mattress!

Puffery

Puffery is a common problem in advertising and selling. It occurs when a sales person or advertiser exaggerates the benefits of a certain product just to close a sale. Since anyone can say their product is better than some else's, puffery is just one more reason why you need to shop smart. So be sure to ask questions and learn what makes one product different from another. Only then can you make a confident and educated buying decision.

Comparison Shopping

Most mattress manufacturers rely on retail stores to sell their products. As a result, they make minor modifications to their mattresses for each retailer. These modifications typically consist of changing the cover on the mattress and giving it a different name. This results in very similar mattresses being sold by different retailers under different names at different prices. There is no way to easily compare models, which causes confusion and frustration. So, in order to get the most for your money, compare sets based on their level of comfort, support and quality components...not just their name on the label.

"No-Flip" / One-Sided Mattresses

Most manufacturers have realized significant material cost savings by eliminating the upholstery on one side of the mattress. These one-sided





mattresses are cleverly explained away with claims about "advanced technology" and "improved materials."

In reality, a "no flip" mattress is a "can't flip" mattress that utilizes significantly less material than a

two-sided mattress. It will not last as long as a two-sided mattress, which can be flipped and turned to even out wear and tear over time. This is a similar concept to that of rotating the tires on your car to extend the life of the tires and help them wear more evenly.

Features, But Are They Benefits?

Manufacturers are continually adding features such as edge supports, thin layers of memory foam, and wool, silk and cashmere fibers to their mattresses. These features increase the price of the product, sometimes by a substantial amount. Do they actually provide any real benefits that make them worth the money, or are they simply bells and whistles? For more information, please visit "Lesson Five: Special Features" and decide what makes sense for you.

The Word "Firm"

Manufacturers describe almost all mattresses as some variation of "firm". It's a carry-over from the days when people thought mattresses had to be as hard as a board to be good for you. Even though the trend has been toward softer mattresses, you'll still encounter descriptions such as firm, extra firm, gentle firm, super firm, etc. Descriptions are not consistent, so one manufacturer's "firm" may be another's "extra firm". Try the mattress and decide for yourself what is most comfortable to you.

Low Price Ads

Advertisements commonly feature a low-end, starting price mattress set. When customers want to see this mattress, however, some retailers try to persuade them to buy a higher priced set. In addition, some low price ads are simply used to bring you into a particular store. In many cases, the product represented in these ads is difficult, if not impossible, to obtain.





Big Sale Ads

Some stores have big sales that happen only once or twice a year and advertise savings of 50% or more. Unfortunately, these are usually not sales at all, but promotions created to meet the consumer's desire for a "deal." Hype is created and a feeling of pressure is created as the

customer believes they have to purchase before the President's Day or Anniversary or Grand Opening sale is over. Be wary of these "sales," for if a store can sell for less on certain days, why not all the time?



Lesson Five: Special Features

Some mattresses and box springs include special features that can provide you with additional benefits and provide value through enhanced comfort, performance and/or durability. Other extras, however, are simply marketing ploys used to create hype or interest in a product. They provide little value and are not worth any additional cost. The following list offers a look at some of the more common special features along with our opinion of their value, which is noted in parenthesis as shown here: Positive (+), Negative (-), Neutral (+/-).

Handles (+/-)

Some mattresses have handles and some do not. At The Original Mattress Factory, we use handles that are specially designed not to pull out when moving, flipping or turning your mattress. Be sure to ask a sales associate about the type of handles used on your mattress.





Tempered Steel (+)

An innerspring can either be tempered or un-tempered.

Tempered innersprings are generally preferred because they are stronger, more resilient and therefore more durable. The tempering process, which involves heating the wire or innerspring unit to a high temperature, can be done electronically or in a tempering oven. The term "double

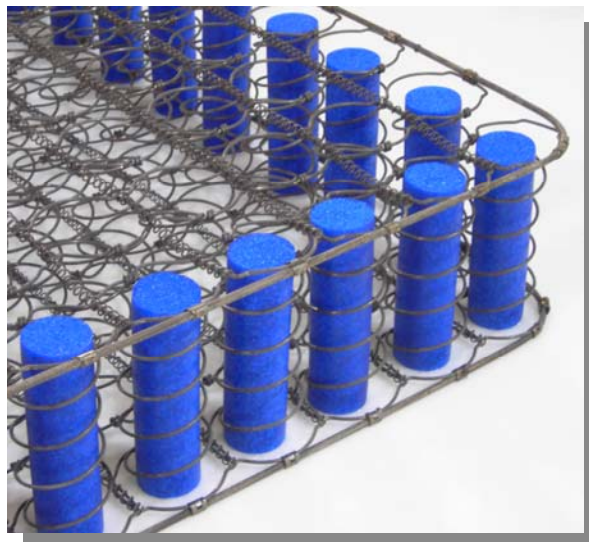
tempered" or "twice tempered" is used often in the industry, but once a coil has been heated to the optimum temperature to achieve tempering, it cannot be tempered twice.

Wool and Silk (-)

Some companies tout the benefits of wool or silk in a mattress to help to keep you warm or cool. The reality of this claim is questionable. Because the mattress pad and sheets you should be using to protect your mattress eliminate direct body contact, the insignificant amount of silk or wool used in manufacturing these mattresses provides no benefit to the consumer.

Edge Supports (-)

Edge supports firm up the edges of your mattress to provide extra support. However, a mattress with a thicker gauge steel innerspring that is tempered will provide all the edge support needed, so are you willing to spend extra money for something that is unnecessary? At The Original Mattress Factory, we can install edge supports in some of our products. We don't see the value in this feature, but it is available as a result of customer requests for a harder edge.





Split Box Springs (+)

A king size set comes standard with split box springs. Sometimes, however, people need split box springs for a queen or full size in order to move the box springs into older homes or up tight stairways. There is commonly an additional charge for split box springs on queen and full sizes, but sometimes it is the only option to negotiate a tight stairway or to avoid damage to your walls. Split box springs offer the same support as a one piece box spring; but require the use of a center support on your queen or full size frame.

Low Profile Box Springs (+)

Low profile box springs are typically 3" shorter than the regular 8" box springs. Since the trend is plusher, thicker mattresses, these box springs allow you to get the comfort you need at a height you can handle. If you are interested in low profile box springs, make sure they are built to offer the same support and durability as regular height box springs. Avoid those that use straight wire or a platform construction which offers no shock absorption.

Hinging (+)

Hinging allows a mattress to be bent without damaging the spring unit when delivering in tight stairways or doorways. It does not affect the durability of the mattress and can be a big benefit when moving in tight spaces. At The Original Mattress Factory, our premium King sets are hinged and can be folded from head to foot. We will also hinge Queen and Full size mattresses on special request, as will other companies that sell custom mattresses.

Gatching (+)

Hospital beds and adjustable bed mattresses are gatched to allow them to bend at the head and foot. Gatching allows a greater area of an





innerspring to be bent without causing damage to the coil system because a significant portion of the border rod on the side of the mattress is removed.

Thin Layer of Memory and/or Latex Foam (-)

Some mattresses are advertised as having memory (viscoelastic) foam and/or latex foam inside. The majority of these mattresses do not have

a foam core and contain only a thin layer of visco or latex that is located deep beneath the upholstery layers. In this position, you cannot even feel these foams and do not receive any of the features or characteristics they have to offer. Before you buy, make sure you understand exactly how much foam is used and where it is located. At least 2" of visco or latex near the top surface is recommended.

Posturization/Zoning (-)

Posturization is the concept of creating regionalized comfort or firmness zones in a mattress or box spring to provide varying degrees of support relative to the weights and contours of one's body. The theory behind posturization is that heavier, more pronounced portions of the body, such as the hips and shoulders, need more support than lighter, less pronounced portions, such as the head and feet. The marketing story behind this type of zoning is that it allows the body to maintain a more normal position of function (better spinal alignment) during sleep. There is little information available to either support or deny this claim. However, due to the fact that each person has a unique combination of shape, size, weight, contour and sleeping habits, it is difficult to believe that a mattress with fixed support zones would be appropriate across the board. Zones may prove to be too wide or firm for some people and too narrow or soft for others depending on individual physical characteristics and sleeping habits.





FAQs

Q: When is it time to replace a mattress and box spring set?

The mattress industry now recommends that you replace your mattress set every 5-7 years. For a very long time, their recommendation was to replace your mattress every 8-10 years. It is difficult to say what is the more accurate guideline because the life of a mattress is influenced by several things: the quality of the materials used in the product, whether a mattress is padded on one side or two, the weight of the person(s) sleeping on the mattress, whether a box spring is used and the box spring's construction (e.g. working modules or straight wire foundation). Also, unrelated to durability, comfort preferences can change over time so you may sleep better on a harder or softer padded mattress after a few years.

Q: Why is mattress comparison-shopping so difficult?

If you are a shopper who likes to compare values from store to store, shopping by model name will often lead to frustration. The manufacturer, who relies on retail stores to sell its products, makes minor modifications to their mattresses for each mattress retailer. When mattress shopping, ask to see a cutaway model. Check for quality upholstery padding and heavy gauge coil springs. Understanding mattress construction allows you to compare, feature for feature, brand name models with those made at The Original Mattress Factory.

At The Original Mattress Factory, we strive to simplify the mattress shopping experience. We not only offer a complete product line with





support, comfort, durability and pricing options to suit your individual needs, but we also try to help you understand what you should look for when mattress shopping to find the best product and value. We think you will find our honesty, no hassle sales approach and organized showrooms a refreshing change.

Q: What are the benefits of a two-sided mattress?

A two-sided mattress has two sleeping surfaces and offers more value as it will wear better and stay comfortable for longer than a single surface mattress. Similar to rotating the tires on your car to extend the life of the tire, rotating and flipping your mattress will extend the comfortable life of your mattress by sharing the wear over two sides versus concentrating the wear on only one side. While flipping is not mandatory, periodic rotating and flipping of your mattress will also help to minimize body impressions. Although body impressions are normal in today's more generously padded mattresses, flipping and rotating your mattress periodically will help to minimize these impressions.

While national brands promote their "no flip" mattresses as new technology and convenient for you, they are really "can't flip" mattresses that have only one sleep surface which is not beneficial for maximum comfort and durability.

Q: Do I have to flip my mattress to get the full warranty?

No, you are not required to flip your mattress to receive the full warranty. A mattress warranty covers defects in materials and workmanship, not the gradual loss of comfort. Using both sides of a mattress by periodically rotating and flipping your mattress will extend the life of your mattress set and can help minimize body impressions. On a single sided mattress, you are basically sleeping in the same spot every night, which will accelerate the wear and tear on the only sleeping surface.





Q: What are the dimensions of standard size mattresses?

Twin: 38" x 75"

Full: 53" x 75"

Queen: 60" x 80"

King: 76" x 80"

When choosing a mattress, make comfort a priority - bigger is usually better. A healthy sleeper moves 40 to 60 times per night, so you need freedom of motion. If you sleep with a partner, you should purchase a Queen or King size mattress because they are wider and longer than the standard Full size.

Q: Do you make custom-size mattresses?

We are always happy to create custom or special-size mattresses/sets to fit antique beds, campers, boats and a variety of other uses. Contact the factory or store located nearest you for size and model options.

Please note that while some local manufacturers will make just about any size you request, you may have trouble finding sheets and other bedding to fit your custom mattress and box spring. The Company Store, Lands' End and other catalogs sell many special size sheets. You may also buy a flat sheet for a size larger than your custom mattress and tuck it under.

Q: Do you make innerspring or foam waterbed replacement mattresses?

Yes, The Original Mattress Factory makes innerspring and foam mattresses that will fit most waterbeds. The most popular replacement sizes are:

California King: 72" x 84" (approximate)

California Queen: 60" x 84" (approximate)

Super Single: 48" x 84" (approximate)





Contact the factory or store nearest you for The Original Mattress Factory models available in these sizes and ordering time required.

Q: What should I look for in a mattress and box spring set to ensure I get good support?

Correct support is an essential ingredient for a healthy body. A good mattress and box spring will gently support your body at all points and

keep your spine in the same shape as a person with good standing posture. When trying mattresses, pay special attention to your shoulders, hips and lower back, the heaviest parts of your body. While the mattress and box spring set acts as a complete support system, the innerspring inside your mattress provides most of the support. The heavier the spring, the better the support and durability the mattress will provide. So when evaluating the quality of the mattress you are considering, ask your salesperson for information on the type(s) of coils used in the mattress.

Q: Do I need to purchase a new box spring?

A box spring provides support and acts as a shock absorber for your mattress. A wood platform or any other foundation that does not flex reduces the life and comfort of a mattress. Don't try to save money by not replacing the box spring when purchasing the mattress. An old box spring suffers from mental fatigue and will shorten the life of your mattress. A box spring is designed as a working partner with the mattress it supports. The more wood and wire, the better, so ask for heavy gauge wire springs and solidly built wooden frames.

Q: What if I can't get a box spring or mattress upstairs?

A King size set comes standard with split box springs. Sometimes people need split box springs for a Queen size or, in rare cases, for a Full size, in order to move it into older homes or up tight stairways. At The Original Mattress Factory, we are happy to help you by





manufacturing a box spring solution that will work. Split (or two piece) box springs offer the same support as a one-piece box spring; however, a center support is a must on your Queen or Full size bed frame when using split box springs.

Innerspring mattresses are not as rigid as box springs, and therefore have some flexibility to them. But be careful, you do not want to bend the border rod that surrounds the innerspring. If the border rod is bent, the mattress will not lie flat. For this reason, all King size mattresses made by The Original Mattress Factory are hinged. Hinging allows the

mattress to be bent without damaging the innerspring unit when delivering in tight stairway or doorway situations. If necessary, Queen and Full size mattresses can also be hinged by special order. Hinging does not affect the durability of a mattress and can be a big advantage when moving in tight spaces. If you already have a hinged mattress from The Original Mattress Factory and are concerned about which direction it can be bent, please contact the factory or store nearest you for more information.

Q: Do you offer deliver, and if so, how quickly can I get my set delivered?

The Original Mattress Factory conveniently offers both weekday and Saturday delivery. Delivery cost and availability will vary between locations, so it is best to contact the factory or store nearest you for specific delivery information.

The Original Mattress Factory can also ship mattresses via common carrier virtually anywhere in the continental United States.

Q: Can I pick up product at your factory or store?

Yes, you can pick up your order at our factories or at our factory stores. Factories carry a much larger inventory than the factory stores, so if it is something you need immediately, especially Queen and King sizes, a factory will be your best choice. If a factory store is more conveniently located to you, you may have the item(s) transferred from the factory to that store to pick up at your convenience.





Q: What methods of payment do you accept?

The Original Mattress Factory accepts most major credit cards, cash and personal checks for payment. The Original Mattress Factory also offers special financing plans, which will vary between locations. It is best to contact the factory or store nearest you for specific financing and payment information or you may check the store locator which lists payment methods for each specific location.

Q: What is important in a mattress warranty?

Warranties may be the most misunderstood part of mattress shopping and are of little help in judging mattress quality. Although most national brand manufacturers offer warranties ranging from 3 years on their promotional products to 10 years on their premium products, some mattresses come with warranties ranging from 20 years to a lifetime. This, however, does not mean that the mattress will actually last that long, because warranties only cover defects in materials and workmanship, not the gradual loss of comfort or support.

In addition, please be aware that some warranties are also prorated, which means that as your mattress ages, you receive proportionately less credit towards a new mattress. A non-prorated warranty, on the other hand, will cover 100% of the labor and material cost to repair or replace a defective mattress or box spring. You should also be aware that valid warranty claims are a very small percentage of sales. Structural damage such as loose, broken or protruding coils and wire are rare under normal usage. Over time, mattresses will wear out or your comfort preference may change, but these are not warranty defects. So, when shopping for a mattress, you should focus on finding one with the best support and most comfortable padding at a price that you can afford, not on the length of the manufacturer's warranty.





Q: Is it normal to see body impressions in my mattress?

For maximum sleeping comfort, mattresses today are constructed with more padding and fiber than ever before. In the normal course of sleep set use, you may notice the occurrence of impressions in these cushioning materials. This natural nesting or conforming that occurs as the cushioning materials mold to the shape of the sleeper is known as a "body impression". Unless the body impression is greater than 1 ½" it is not a structural defect covered by warranty. It is simply an indication that the

upholstery layers are settling and contouring to your body as you use your mattress set. Regularly rotating and flipping your mattress will help to minimize the depth of the impression that occurs.

If you would like to be contacted via email when it is time to flip or rotate your mattress, enroll in our free Mattress Flip Reminder System.

Q: Is there any recommended cleaning method for mattresses?

Vacuuming is the only recommended cleaning method for a mattress. If you're determined to tackle a stain, use mild soap with cold water and apply lightly. Do not ever soak a mattress or box spring. If any water is used, let the mattress air out and dry thoroughly. Do not dry clean your mattress. The chemicals in dry cleaning agents and spot removers may be harmful to the fabric or underlying materials in your mattress. Because mattresses that are stained or in an unsanitary condition void the manufacturer's warranty, it is recommended that you use a protective covering such as a good quality, washable mattress pad or washable waterproof mattress protector or pad to keep your mattress fresh and free from stains and soiling.

Q: How do I change my email address for the Flip Reminder System?





If your e-mail address has changed, please click unsubscribe on your "It's Time to Flip/Rotate Your Mattress!" e-mail. Then simply re-subscribe to the Mattress Flip Reminder System with your new e-mail address.

