



Frequently Asked Questions

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Orders

How long will it take to receive my order?

After placing your order, please allow approximately 2 – 4 weeks for delivery.

Who do I contact if I have an issue with my order?

Please call Global Resources at 866-660-7800 Monday through Friday between 8:00 A.M. and 5:00 P.M. Pacific Time.

Mattresses

How long will it take to get used to my new mattress?

If you're used to a traditional mattress, your new Tempur-Pedic® mattress may take some getting used to. We ask you to try it for 30 nights, and if you don't love your new mattress, call us at 866-660-7800. As you sleep on the mattress, it will respond to your body weight and temperature, conforming to your body, and feeling more "natural". This "break in" period lasts for a couple of weeks. During this time, the TEMPUR® cells are fully opening—so they can optimally adjust to temperature changes and weight. It's important to note that after it's completely broken in, your mattress retains the responsiveness it has straight from the factory, so it feels more like new every day. The TEMPUR® cells offer their conforming support throughout their life.

My new mattress has a slight odor. How long will it last?

TEMPUR® material can have a slight odor after it is manufactured. This smell is normal and harmless, and it usually disappears before the product reaches you. If you notice this odor, know that it will dissipate in a week or two. Sometimes it's helpful to "air out" your mattress for a couple of days, leaving the sheets off when you're not sleeping on it.

Will your mattress make me hot?

We get this question often, but in fact, sleeping warm on a Tempur-Pedic® mattress is not an issue that our owners raise frequently. Our mattresses are designed to respond to your body temperature, which activates their ability to conform to your body, offering support and reducing pressure points. It's worth noting that with the improved support and reduced pressure points on your body, sleeping on our mattresses helps increase circulation. You may find you need fewer covers—and it may even help your cold hands and feet in the cooler months. If you feel warmer, try using fewer covers.

Should I use a mattress protector with my mattress?

We do recommend using a mattress protector to protect against spills.

How do I unzip the mattress cover to remove it?

Many of our current and previous mattresses feature removable covers. If your mattress has a zipper around the entire cover, it is likely removable! When you unzip the mattress cover, you may find that removing it completely can be a bit tricky. Once you unzip the cover and reach the end of the zipper, pull at an angle to unlatch the zipper pull from the zipper itself.

My mattress feels softer than when I first bought it. Is it breaking down?

One of the most wonderful things about a Tempur-Pedic® mattress is that it returns to its usual shape time after time, so it's more like sleeping on a new mattress every night. When you first get your new mattress, some of the cells in the TEMPUR® material may not have opened fully—this is simply a result of the manufacturing process. With use, the cells open more fully and respond more readily to your body weight and temperature. Don't worry – after a matter of weeks, the mattress will be fully adjusted (so it won't continue to feel softer and softer). And whether your mattress is brand new or years old, you'll get the support your body needs for a relaxing night's sleep.

Can I fold my mattress?

If you're moving the mattress, yes you can fold it. Be sure to fold it with the top side facing in on itself. If the mattress sits folded in cold weather for hours, do not try to force it to "unfold" when you place it in your room—it will naturally return to its original shape over the course of a couple of hours.

Can I use my current frame with my Tempur-Pedic® mattress?

Yes. We design our mattresses to fit most standard size bed furniture and frames. Unless your product was not designed for the U.S. market, or is an unusual size, our mattresses should fit.

If you have any question about whether a Tempur-Pedic® mattress will fit your bed or furniture frame, we recommend that you refer to the specific product dimensions. If you choose not to purchase our foundation, you must position the mattress on a completely flat, solid surface with adequate center support.

If you have a slatted foundation, we recommend using slats that are at least 3 inches wide and are no more than 4 inches apart.

Please note that using the mattress without a Tempur-Pedic® foundation or similar firm, solid-surface, non-spring base may void the warranty.

Can I use a box spring with my mattress?

We recommend all Tempur-Pedic® mattresses are used with an approved Tempur-Pedic® foundation or you can place your mattress on a platform frame. You can also place your mattress on a platform frame that is solid and sturdy or you can use a slatted foundation/platform as long as the slats measure to at least 3 inches in wide and are no more than 4 inches apart.

Can I use your mattresses with a wall bed?

Yes, our mattresses work with wall beds, as long as the flat wooden frame is strong enough to adequately support the mattress. We recommend that you do not fold the bed into the wall each morning, since the mattress is best protected by resting on a flat horizontal surface at all times.

It looks like my mattress is sagging in the middle. What is causing this?

If there is sagging, it is likely because the mattress is not properly supported on a flat solid surface that can adequately support it. That's why we highly recommend using a

Tempur-Pedic® foundation with your mattress to provide the support it needs to perform as designed. If the mattress is properly supported, significant sagging may be a sign of a warranty issue.

Can I purchase the split mattress sizes separately?

Currently, the split mattress sizes are not sold separately at Costco.

Foundations

What is a foundation?

Our foundations look similar to a standard box spring. But instead of the “give” of a box spring, our foundations provide a solid base for our mattresses. Because they’re completely flat, they allow the mattress to provide the support your body needs; because they’re solidly built, they’ll support the mattress without sagging and last for the life of the mattress.

What are your flat foundations made of?

Our foundations are a superior nail-free structural design, constructed with durable MDF boards to provide the correct strength and durability. These boards are glued together without the use of nails.

What is the height of the foundation?

The foundations sold with a Tempur-Pedic® set are 9” at Costco.

Can I request a different height foundation?

No. Currently, 9” foundations are only available at Costco.

Can I order a foundation separately?

No, foundations must be purchased with a mattress at Costco.

How much weight will your foundation hold?

Foundations are designed to support up to 400 pounds for smaller and split sizes and up to 800 pounds for Queen sizes and larger.

Can I use my existing foundation?

Yes. You must be sure to position the mattress on a completely flat, solid surface with adequate center support.

I have a platform bed. Do I have to buy your foundation?

If your platform bed has a solid surface and strong center support that can properly support the mattress, you can use it instead of a foundation. However, if the platform bed uses slats to support the mattress, you may be using an improper foundation that will void your warranty.

Adjustable Power Bases

What are the benefits of a power base?

Our power bases can be useful to anyone and everyone. No matter your preferences, power bases can provide different benefits including comfort, convenience, lumbar support, and ease of getting out of bed. And some even have a massage feature that not only provides comfort, but a white noise effect as well!

Which mattresses can be used with your power base?

All Tempur-Pedic® mattresses can be used with your base.

Can I order the power base separately?

No. The base is not sold separately at Costco.

What is the weight limit of your power base?

Our power bases support up to 650 lbs. each (Queen, Split King, and Split CA King bases).

All power bases will structurally support the recommended weight distributed evenly across the head and foot sections. Power base products are not designed to support or lift this maximum amount of weight in the head or foot sections alone.

What is the height of the power base?

The total height including the 12" legs is 15.25"

Will the power base fit inside my bed frame?

Our bases are compatible with solid frames or frames that have removable slats. We have found that the power bases fit inside most modern bed frames. However, they may not fit inside antique bed frames or other non-standard frames. We recommend you measure the inside of the bed frame and compare to the measurements of the base to be sure the power base will fit.

Below you can find the dimensions of our power bases for the size you need. You can compare the dimensions below to the measurements of your current bed frame to see what works best for you!

Queen - 59.5" x 79.5"

Split King - 37.5" x 79.5" each piece (2 pieces, vertically split)

Split CA King - 35.5" x 83.5" each piece (2 pieces, vertically split)

*Dimensions of each individual base may vary.

Please Note: Bases are purposefully built to slightly smaller dimensions than the corresponding mattresses they support to ensure compatibility with bedroom furniture.

Where is the manual for the Ergo Plus adjustable base?

You can find the manual for the Ergo Plus base [here](#).

If there is a problem with my power base, who will take care of it?

For assistance, please contact Global Resources at 866-660-7800 Monday through Friday between 8:00 AM and 5:00 PM Pacific Time.

Product Care

How do I clean a spill on my mattress?

If you spill liquid on your mattress, please follow the steps listed below. We would like to note that because the mattress should never become wet, we can't promise that these steps will completely remove the stain or odor.

Step 1 - Use a towel or fabric to soak up additional liquid

Step 2 - Remove cover or spot treat

If your mattress has a removable cover, remove it and wash if washable.

If washable, you may machine wash the cover with cold water and mild detergent. It can be laid flat to dry or tumble dried on low heat.

If your cover is not removable/washable, spot treat the affected area and try to keep the mattress from getting more wet than it already is. Do not soak the area.

Step 3 - Let mattress air dry

Once excess moisture is removed, let the mattress air dry. To speed up the drying process, place a fan so that it blows on the mattress.

TEMPUR® material should never become wet.

This process can be used for our mattresses, toppers, and pillows. Tempur-material itself should never be soaked or washed, but covers may if they are removable and washable. Our products have tags that list if the cover may be washed or may describe what care it can have.

Can I flip my mattress?

Our mattresses are not designed to be flipped and should not be flipped. You may choose to rotate your mattress if you'd like, though it is not necessary.

Can I use a heated blanket on my mattress?

We do not recommend using an electric blanket or heating pad with your mattress. Due to the temperature-sensitivity of the TEMPUR® material, adding high heat can hinder its ability to react to your body temperature and conform to your body shape.

If you ever do use an electric blanket or heating pad, we recommend limiting its use to 30 minutes, and only on low or medium heat.

Warranty

How long is the mattress and foundation warranty?

10-year limited warranty. For more details please refer to the warranty card [here](#).

Do I need to register my mattress?

Register your Tempur-Pedic® mattress to activate your warranty.

1. Go to REGISTER.TEMPURPEDIC.COM
2. Follow the instructions to complete your registration.
3. Relax, enjoy your best night's sleep and your full Tempur-Pedic® sleep experience.

Who do I contact if there's an issue with my product?

Please contact Global Resources at 1-866-660-7800.

When I get a warranty replacement, do I receive a new warranty?

If you are approved for a warranty replacement and you receive an even exchange, you would continue to have the original warranty period from the original purchase.