

FREQUENTLY ASKED QUESTIONS

GHOSTBED HYBRID & ADJUSTABLE POWER BASE

If you have questions regarding your GhostBed products, please call 1-855-855-4499 and ask for Costco Customer Service.

GHOSTBED ADJUSTABLE POWER BASE

WHAT TYPE OF MATTRESSES CAN BE USED ON THE GHOSTBED ADJUSTABLE POWER BASE BED FRAME?

The best mattress would be either the GhostBed , GhostBed Hybrid or the GhostBed Luxe mattress. Mattress types that work well with an adjustable power foundation are all memory foam and latex mattresses, and most innersprings. Memory Foam and Latex Mattresses are ideal for adjustable power foundations as they are flexible and highly adaptable to the base's positions and elevations. Some Innerspring mattresses may or may not be as flexible and will vary on pressure points and comfort based on their construction.

HOW CAN THE GHOSTBED POWER ADJUSTABLE BASE HAVE SO MANY FEATURES YET COST SO LITTLE?

GhostBed is part of Nature's Sleep and has been in the bedding business for over 15 years. We have taken our years of experience and worldwide resources to design and develop a base that not only has all the features of high-end luxury base but can be delivered by FedEx. Just compare our base to bases that cost \$3000 even \$4000 and see for yourself. We cutout the middleman and all those crazy retail mark ups to bring you a better base at an insanely affordable price. And to give you peace of mind and confidence in our base, we offer you a limited lifetime warranty!

WILL THE ADJUSTABLE BASE WORK WITH MY EXISTING FURNITURE OR HEADBOARD?

Absolutely, any place a regular foundation/boxspring fits, so does the GhostBed Adjustable Base. Even if you have a headboard and footboard with side rails and slats, our Adjustable base will slip right in place.

HOW MUCH ASSEMBLY IS REQUIRED?

Your adjustable power base will arrive at your door pre-assembled with just a few additional steps. Simply un-box the folded frame on a flat floor upside down, slide the locking frame bolts to keep the mechanism in place and finally attach the legs and retainer bar. That's it! No tools, no worries, no problem.

MY REMOTE LIGHTS UP BUT THE BASE IS NOT WORKING?

First, please check to make sure the base is plugged in properly to an outlet that is working. If it is an outlet that works on a switch, is the switch on? Test the outlet with an appliance you know is working

like a hair dryer or phone charger. Second, make sure the batteries have been placed in the remote properly. Lastly, follow the instructions for reprogramming the remote.

DO I STILL NEED A BED FRAME?

No, your GhostBed adjustable base has 6 legs which replace the need for a frame. The base is free standing and sits directly on the floor.

IS THERE A WEIGHT LIMIT OR A LIFTING CAPACITY OF THE BASE?

Unlike most other Adjustable bases on the market today, the GhostBed Power Adjustable base can handle up to 750 lbs per base.

WHY DO 2-TWIN XLS COME AS THE KING SIZE?

A single King size mattress traditionally had two boxsprings to make moving the bed easier. Having two Twin XL adjustable power base not only makes delivery and moving of bed easier, but also can be synced together to be used for one King mattress or used independently for a Split King bed.

- 1) Two bases equal twice the built-in power ports for charging USB devices
- 2) Two bases allow for each side to have individualized options, such as massage and zero gravity, instead of just single features in the middle
- 3) Two bases allow for an easier move, whether just around in the room or to a new home
- 4) Two bases give the option to work independently with two remotes, or easily sync for one remote to be used to position up and down as one large King bed
- 5) Two bases are perfect for fulfilling individualized needs for couples sharing a bed

WHAT SIZES ARE AVAILABLE FOR THE ADJUSTABLE BASE?

Twin XL (38" x 80") Queen (60" x 80") King (76" x 80") – King Adjustable Base comes as 2-Twin XL's.

WHAT IS THE WARRANTY ON THE ADJUSTABLE POWER BASE?

The Adjustable power base has a limited lifetime warranty. GhostBed will repair or replace any GhostBed adjustable power base from the original owner should it be defective due to faulty workmanship or structural defects at GhostBed's option and subject to the limitations and conditions described in this warranty.

For full details visit the [Adjustable Warranty page](#).

GHOSTBED HYBRID

WHAT ARE THE DIFFERENCES BETWEEN THE GHOSTBED HYBRID AND THE CLASSIC GHOSTBED?

All GhostBed mattresses are backed with our 20- to 25-year warranty and feature the best in sleep technology so you wake up rested, refreshed and ready to take on the day! Selecting the right GhostBed mattress will come down to the level of support and coolness you prefer.

With its Ghost Ice fabric, the new GhostBed Hybrid offers a cooler sleep than the classic GhostBed Memory Foam. It's also slightly softer, though not lacking in support: thanks to the individually wrapped and reinforced coils, you'll get the durability of an innerspring mattress combined with the comfort of gel memory foam.

WHAT IS THE GHOSTBED HYBRID'S SPIRITED EDGE™ SUPPORT?

Have you ever slept or sat on a mattress with sagging sides? It's no fun!

With our Spirited Edge™ support design, you won't have to worry about this all-too-common issue. Individual 6" coils create the weightless feeling you love, while wrapping them individually creates minimal motion transfer.

Plus, two rows of reinforced coils along the edge of the bed make it easy to sit comfortably without slipping off.

HOW DOES THE GHOSTBED HYBRID MATTRESS FEEL?

On a scale of Plush (1) to Firm (10), the GhostBed Hybrid is a medium with a 5.5 - 6.5 feel, an ideal balance for all sleeping styles. With its 5 layers of cooling and comfort, you get a plush mattress that still provides all the support your spine needs.

DOES THE GHOSTBED HYBRID HAVE A BREAK-IN PERIOD?

Once you open your GhostBed Hybrid from the sealed, vacuum-compressed packaging, it may take a few hours to a full day for it to fully expand and adjust to your room's temperature. You can sleep on it almost immediately.

In the colder winter months, the mattress may take up to 5 days to fully decompress. If it sat on a cold truck or in a cold warehouse, the temperature-sensitive materials will need plenty of time to take their natural form.

ARE GHOSTBED MATTRESSES CHEMICAL-FREE?

Yes, they are chemical-free. We do not use any harmful chemicals in the production of the GhostBed Hybrid and all materials used are CertiPur-US approved.

WHERE IS THE GHOSTBED HYBRID MADE?

The GhostBed is proudly made in America by Nature's Sleep using the finest quality materials for unmatched comfort and optimal health benefits.

DOES THE GHOSTBED HYBRID NEED TO BE FLIPPED?

Great news: your GhostBed Hybrid never needs to be flipped, since the memory foam and latex comfort layers are on the top side. To increase the longevity of the mattress, we recommend rotating the mattress 180 degrees or head-to-toe every 3 months.

WHAT ARE THE DIMENSIONS OF EACH SIZE BED?

Queen: 60" W x 80" L x 12" H, 120 lbs.

King: 76" W x 80" L x 12" H, 136 lbs.

Cal King: 72" W x 84" L x 12" H, 139 lbs.

IS THERE A WEIGHT LIMIT FOR THE GHOSTBED HYBRID?

When placed on a strong foundation, the GhostBed Hybrid mattress can support an industry-leading 750 pounds. For customers who weigh more than 300 pounds, we strongly recommend purchasing the king or California king GhostBed Hybrid and the companion GhostBed Foundation.

GHOSTBED HYBRID WARRANTY

Your new GhostBed Hybrid mattress is covered by an industry-leading 25-year warranty by Nature's Sleep, a company that has been in the sleep industry since 2001. GhostBed, Inc. will repair or replace any GhostBed Hybrid mattress should it be defective due to faulty workmanship or structural defects, subject to the limitations and conditions described in this warranty.