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SMARTBED.

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## 10 YEAR WARRANTY (NON-PRORATED)

ReST® warrants that our beds will be free from defects in both workmanship & materials, and will remain in good working order under normal use for the warranty period of 10 years.

1. The ReST Bed™ is constructed with a modular design, meaning most repairs and/or warranty replacements will require only a new component. In the event of a warranty claim there will often be no need to replace the entire mattress.
2. Because of our modular design ReST® will cover 100% the cost of the replacement component **as well as** any shipping costs to the home for 10 years from date of delivery. ReST® will attempt to have the necessary replacement component(s) shipped within 1-3 days, however depending on the location and shipping availabilities, replacement components may take up to 5-7 business days.
3. If you are using a metal frame, a 5- or 6-legged metal bed frame is required on a Queen or King size. For Twin-XL size beds, your warranty will be valid with the use of a 4-legged metal frame. Most platform beds are also considered adequate support.
4. Warranty does not apply if bedding has been burned or otherwise abused or damaged.
5. The ReST® warranty is valid only to the original purchaser.
6. The ReST® warranty **does NOT apply to third party tablets** provided by ReST®. These tablets have their own manufacture's warranty of one year. However, in the event a tablet breaks or needs to be replaced, ReST® will be happy to provide assistance in getting you a replacement tablet, and often at a discounted price. The ReST® 10 year warranty does apply to all the components within the ReST Bed™ itself, including;
  - a. Pumps
  - b. Sensors
  - c. Support foam layers
  - d. Edge support rails
  - e. Adjustable air chambers
  - f. Removable top cover
7. As with all premium sleep products, certain body conformity adaptations will take place as your mattress adjusts to your particular body shape and size. This is to be expected and is part of the normal wear of any bed. Normal body impressions (not greater than 1 ½") are not covered by the warranty.

If you need to contact ReST® for a warranty claim please either email us at [warranty@restperformance.com](mailto:warranty@restperformance.com) or call us at 888.588.1359 and one of our customer service representatives will reply as quickly as possible to resolve any issue you may encounter.

Thank you for this opportunity to serve you.



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## The ReST Bed™ Mattress Information

with incredible customizable features, smart technology, and virtually limitless options available to maximize comfort and get the incredible nights sleep you deserve. Here are a few commonly asked questions as well as things to expect from your new ReST Bed™.

- **During initial set up the bed does not seem to be inflating.** It may take up to one hour to initially fill the support chambers in the bed, and sometimes the pumps need to be re-set after initially being plugged in to inflate the bed properly. Confirm the hoses are connected properly, unplug the pump for 10-15 seconds, and reconnect to the tablet and select “Fill Bed”.
- **When the bed initially inflated a large “bulge” appeared on the surface of the bed. What’s up with that?** There multiple air chambers inside a ReST Bed™, and during shipment these air chambers may shift and become crooked underneath the foam support layers. When this happens simply unzip the top of the bed, straighten and flatten out the air chambers so that they lie flat and end to end inside the bed between the edge support rails, and re-zip the bed shut. The bed should lie flat from then on 😊
- **The ReST™ app on the tablet is not responding or seems to be frozen.** Almost all issues regarding the ReST® app can be solved by closing and “force-stopping” the app on the tablet. To do this CLOSE the app, OPEN the Settings page, SELECT Application Manager, SELECT the ReST® app, TAP “Force Stop” & “Clear Cache” (not all tablets will show “Clear Cache”, this is OK).
- **What happens if I lose connectivity to the bed or I no longer see my beds wi-fi signal?** The ReST Bed™ uses a mini computer system housed within the pump casing. As with most electronic devices, occasionally the bed may seem to become unresponsive to commands input from the app. If this is the case simply unplug the pump for 10-15 seconds to reset the internal computer inside. This should resolve connectivity issues.
- **I don’t see a pressure map image on the screen of my app.** The sensors USB cord must be plugged into the pump housing unit in order to see a pressure image. [See step 5 on the Set-Up Instructions guide]
- **Does The ReST Bed™ need to use Wi-Fi?** No. The ReST Bed™ pumps have their own Wi-Fi signal that connects to the tablets regardless of in-home Wi-Fi.
- **What do I do if I stain the top of the bed?** Good news! The cover of the ReST Bed™ is removable and machine washable, and stains do not void the warranty of the bed regardless.
- **Is there a weight limit?** Yes. 750lbs per side.
- **What happens if the power goes out?** In the event of a power loss The ReST Bed™ will temporarily lose its ability to adjust. However, the air chambers inside are RF welded shut, so there is not risk of the bed deflating. It will remain at the last firmness setting until the power is restored. The use of a surge protector is also strongly recommended to prevent damage to the electronics within the pump.

If you ever experience any additional technical difficulties please don't hesitate to contact our customer service department at 888.588.1359. Enjoy sleeping on your new ReST Bed™!