

Comfomatic Sleep Systems



Owner's Manual

Retain this Owner's Manual for future reference

Comfomatic Sleep Systems -

Congratulations on your investment in one of the most advanced sleep systems available today. With this investment we hope that you have taken a major step towards a new level of relaxation and comfort, coupled with a more restful night's sleep.

We have taken great care in the design, the engineering and the materials that have gone into your new sleep system. We are therefore confident that your sleep system will provide you with many years of trouble free service.

How to use this manual

At Comfomatic we want you to get the maximum benefit from using your new sleep system. This manual describes the features and functions of our full range of products, some of the features and functions are model or variant specific, and so may not be included on your model or variant. This manual also contains important safety information, it is important that you read it carefully before using your sleep system.

Our Sandringham Plus, Sandringham Classic, and Windsor SE beds are available in a range of heights. The standard height is 60cm* (24 inches). Any height other than standard, must be specified on your sales contract. Specifying a non-standard height will mean that the decorative side and end panels will be removed from your bed.

* Comfomatic beds are hand made using traditional craftsmanship. Any sizes quoted are subject to the standard tolerances of this manufacturing process.



Using your new system

Your sleep system may seem a bit strange at first, after all, how many years did you spend sleeping on a bed that was flat? Much like getting used to a new pair of shoes it always takes time to settle into a new bed. Your sleep system has been supplied with a high quality mattress. The mattress can take time to reach its full potential in terms of comfort and support. So please allow your new sleep system the opportunity to get used to you and more importantly, for you to get used to it. Remember, that the best advice we can give you is to press the buttons until you feel comfortable.

introduction



Comfomatic
for the *rest* of your life



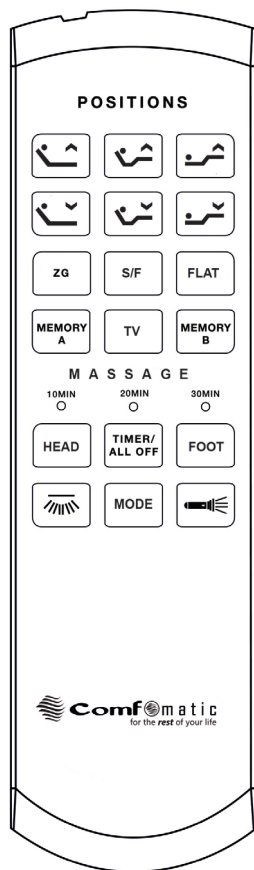
Contents

Introduction & Content:	Page 2
Using your new system:	Page 2
Buckingham & Sandringham Plus remote control:	Page 4-5
Sandringham Classic & Windsor SE remote control:	Page 6-7
Sutton remote control:	Page 8-9
Meeting your changing needs:	Page 10
Trouble shooting:	Page 11
Care & maintenance:	Page 12-15
Weight Limits:	Page 16
Safety tips:	Page 17
About Our Warranty:	Page 18-21
15 Point Service:	Page 22

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Buckingham and Sandringham Plus



These ranges of beds have radio frequency remote controls. This means that you do not need to point your remote control at the bed for the bed to work.

The remote control is paired to your bed during installation. If you allow the batteries to discharge or turn the bed power off, you may need to pair the remote control to your bed.

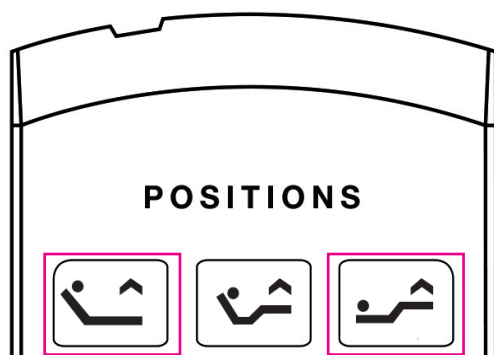
To pair the remote control to your bed: -

- Turn the power to the bed off
- Wait for 60 seconds
- Turn the power to the bed on
- Within 20 seconds of powering up, on the remote, hold the "Head Up" and "Legs Up" buttons simultaneously.

The bed will beep to confirm pairing.

For dual action beds, pair each side of the bed individually. So, power up one side of the dual action whilst the other side is switched off. Once one side is paired, repeat the process with the other side.

The remote also has LED back lighting, to operate the back light simply press any button.



Press and hold the head elevation up button until you achieve the desired level of head elevation, releasing the button once you have reached your desired position.



Press and hold the foot elevation up button until you achieve the desired level of foot elevation, releasing the button once you have reached your desired position.



Press and hold the head & foot elevation up button until you achieve the desired level of head & foot elevation, releasing the button once you have reached your desired position.



Press and hold the head elevation down button until you achieve the desired level of head elevation, releasing the button once you have reached your desired position.



Press and hold the foot elevation down button until you achieve the desired level of foot elevation, releasing the button once you have reached your desired position.



Press and hold the head & foot elevation down button until you achieve the desired level of head & foot elevation, releasing the button once you have reached your desired position.



The ZG button brings your bed into the Zero Gravity position. Simply press and release the button and the bed will travel to the ZG position. You can stop the bed at any time by pressing the ZG button again.



The SF button brings your bed into the Semi-Fowler position. Simply press and release the button and the bed will travel to the SF position. You can stop the bed at any time by pressing the SF button again.



The TV button brings your bed into a comfortable position for watching TV. Simply press and release the button and the bed will travel to the TV position. You can stop the bed at any time by pressing the TV button again.

S/F

TV

FLAT

MEMORY
A

MEMORY
B

These are currently set at pre-programmed positions. You may prefer to adjust each of these positions to deliver a better level of comfort for you. Once the bed is in the pre programmed position, fine tune the level of comfort you experience by using the other movement buttons.

By pressing the flat button once, the bed will return to the flat position. You can stop this action by pressing the flat button for a second time.

The Memory A & B buttons enable you to store your favourite sleep system positions. By pressing the button once, the bed will move into the stored position. You can stop the process by pressing the button for a second time.

Setting the memory buttons

The following buttons can be set to your favourite positions. To set your positions please follow the same procedure for each button.



ZG




Memory A




Memory B

1: Click the  Flat button and wait for the bed to go back to the flat position.

2: Adjust the sleep system into the desired position.

3: Press and hold the  Timer/All Off button for 3 seconds (the LED backlights will start flashing).

4: Release the  Timer/All Off button and then click one of the memory location buttons (ZG, Memory A or Memory B), before the LED backlights stop flashing. The backlights stop flashing to indicate that the position is now stored.



Flashlight & Under Bed Lighting

By pressing and holding the torch button, the torch on the remote control will illuminate, the torch will remain illuminated for approximately 5 seconds after the button is released.



By pressing the under bed light button, your under bed lighting will be turned on or off. The under bed lighting will also turn itself off after approximately 5 minutes if you have not turned the light off.

Massage Timer & All Off

10MIN



20MIN



30MIN



You can select the desired massage time by using the Time/All Off Button, by pressing the Time/All Off button you will cycle through

- 10 minute massage timer
- 20 minute massage timer
- 30 minute massage timer
- All off.

MODE

Press the massage MODE button to cycle through :- Constant, Pulse & Wave massage types. Press the Timer/All Off button to turn all massage motors off.



Pressing the massage HEAD button activates the massage in constant mode for the top half of the bed. Press this button repeatedly to cycle through intensity settings through to off.

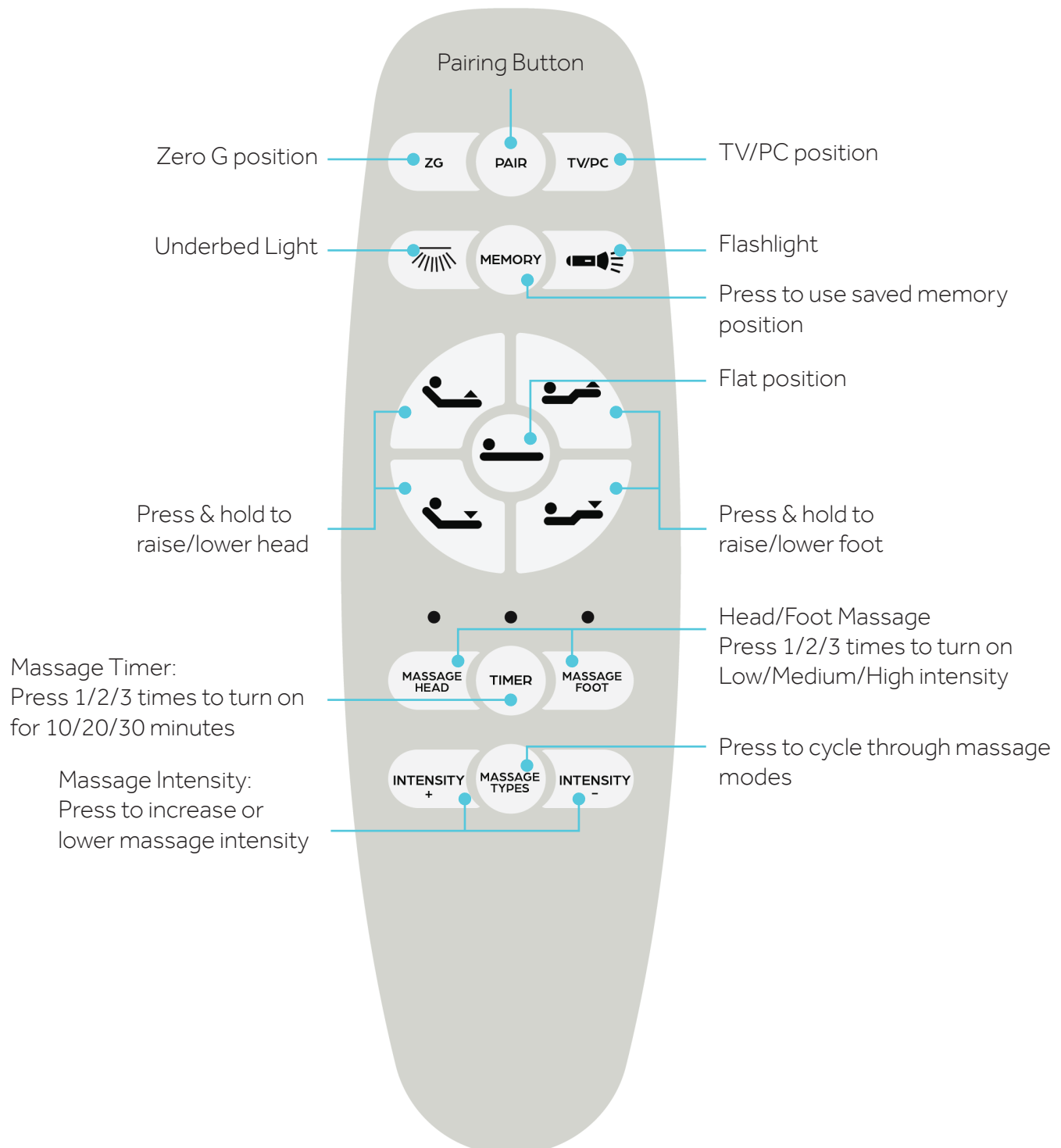


Pressing the massage FOOT button activates the massage in constant mode for the bottom half of the bed. Press this button repeatedly to cycle through intensity settings through to off.

Please remember that you must lower the system completely before getting into or out of your new sleep system.

Sandringham Classic and Windsor SE

Remote Operation



Set Memory Position

Set your desired head/foot Position.
Press and hold the "M" button until the remote backlight LED flashes.
Memory position is now set.

ZG

The ZG button brings your bed into the Zero Gravity position. Simply press and release the button and the bed will travel to the ZG position. You can stop the bed at any time by pressing the ZG button again. ZG button is currently set as a pre-programmed position. You may prefer to adjust this position to deliver a better level of comfort for you. Once the bed is in the pre-programmed position, fine tune the level of comfort you experience by using the other movement buttons.

TV/PC

The TV button brings your bed into a comfortable position for watching TV. Simply press and release the button and the bed will travel to the TV position. You can stop the bed at any time by pressing the TV button again.

Setting the memory buttons

MEMORY

Set your desired head/foot position. Press and hold the “Memory” button until the remote backlight LED flashes. Memory position is now set.

Under Bed Lighting



By pressing the under bed light button, your under bed lighting will be turned on or off.

Massage Features

TIMER

Massage Timer:
Press 1/2/3/ times to turn on for 10/20/30 minutes

MASSAGE
HEAD

Head/Foot Massage
Select either head or foot massage

MASSAGE
FOOT

INTENSITY
+

Press 1/2/3 times to turn on Low/Medium/High intensity

INTENSITY
-

MASSAGE
TYPES

Press to cycle through massage modes



Sutton Remote

The Sutton sleep systems provide you with the ability to adjust your sleeping position with the touch of a button. The easy to use, built in, remote control is designed specifically to deliver maximum adjustability with the simplest of operation. The remote is fitted with a retaining hook, allowing you to store it on the side panel or to place it on the bed, floor or bedside table.



Press and hold button A and the head of the system will raise slowly into position. Release the button once you have reached the desired position.



Press and hold button B and the head of the system will lower slowly into position. Release the button once you have reached the desired position.



Press and hold button C and the foot of the system will raise slowly into position. Release the button once you have reached the desired position.



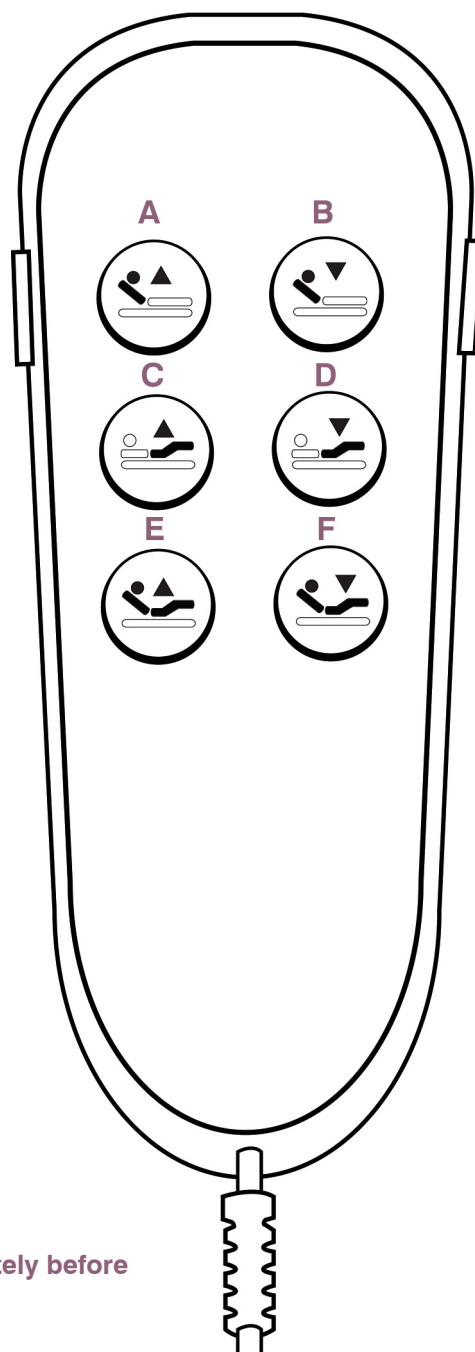
Press and hold button D and the foot of the system will lower slowly into position. Release the button once you have reached the desired position.



Press and hold button E and both the head and the foot of the system will raise slowly into position, release the button once you have reached the desired position.



Press and hold button F and both the head and foot of the system will lower slowly into position. Release the button once you have reached the desired position.



Please remember that you must lower the system completely before getting into or out of your new sleep system.

Using your optional massage system

Some Sutton sleep systems are fitted with a massage option. The massage system is fitted with a convenient timer that will turn the massage off approximately 15 minutes after it starts. Of course, if you want to continue for longer than 15 minutes there is nothing stopping you from immediately restarting the massage. The massage is a variable speed five zone system. This means that you can adjust the intensity of the massage and also select the zone or zones of the system where you want to massage. Using massage zones also allows the system to generate a wave of massage running backwards and forwards throughout the selected zones.

Status-LED

The Status-LED lights up when any button is pressed.

- (1) Message on / off. By pressing button (1) you activate your massage system. The massage will begin with the last chosen setting. If you press button (1) again, the massage is switched off.

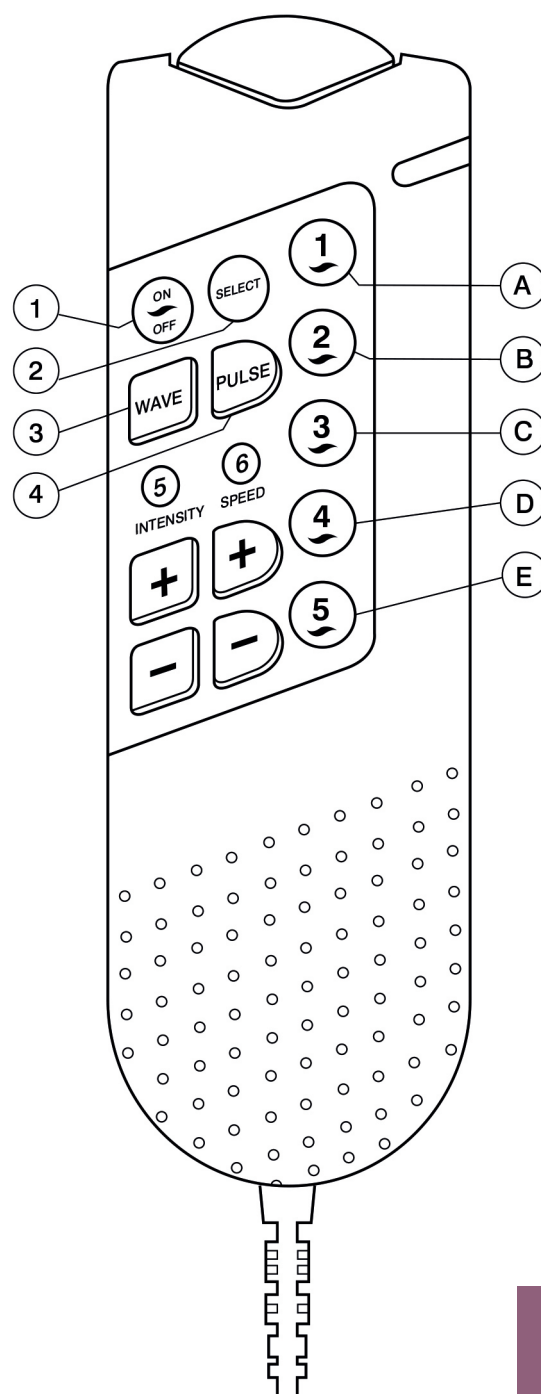
- (2) Individual settings (SELECT). Press button (2) to select your individual massage setting. In this mode you can select the individual zones for massage and the intensity of massage delivered in each of the individual zones.

Buttons (A) - (E) represent the five massage zones on your bed. You can select the massage and adjust the intensity of the massage in each of these five zones.

By pressing the individual zone buttons (A) - (E) you will turn each of the zones on, off or adjust the intensity of the massage within that individual zone.

By pressing each of the individual buttons (A) - (E) several times, you can step through five different intensity levels.

Please note that people with cardiac pacemakers fitted should seek medical advice before using a massage system fitted into any product.



Meeting your changing needs

Our sleep systems have been specifically designed to assist customers who may be, or may become, chronically sick or disabled. To assist and meet your changing needs we have included the following features in some of our beds. Please contact our customer service team to inquire about which features available for your product:-



Height Adjustable Legs

The height of our Buckingham, Sandringham Plus and Classic ranges together with our Windsor SE range can be adjusted to a level which may make it easier to get on and off your sleep system. If you require anything other than our standard height, this must be specified at the point of sale. The height can be changed at a later date, subject to a minimum and maximum height, this is a chargeable service. The height can also be adjusted to permit the use of some hoists. The height of the sleep system can also be set to accommodate most free standing lifting poles and hoists. Please note that if the height of the sleep system is adjusted from the standard, where applicable, the decorative sides, foot and head end panels will be removed.

Bed Rails

If there is a risk of the user falling out of bed, our sleep systems are designed to incorporate our bed rails without further adaptation. Comfomatic can supply a range of bed rails with or without bumpers. Please contact our customer service team and they will arrange for the fitting of the rails, an extra charge will apply.

Under Bed Lighting & Torch

Our Buckingham, Sandringham Plus and Classic ranges together with our Windsor SE range of sleep systems are fitted with LED under bed lighting. This convenient lighting is operated directly from your remote control. In addition, your remote control comes complete with a convenient LED torch.

Troubleshooting guide

Your sleep system has been designed and manufactured to be reliable, dependable and to minimise any problems encountered by its users. However, we appreciate that there may be occasions when the sleep system may not appear to function as intended. We have included some tips to assist you:

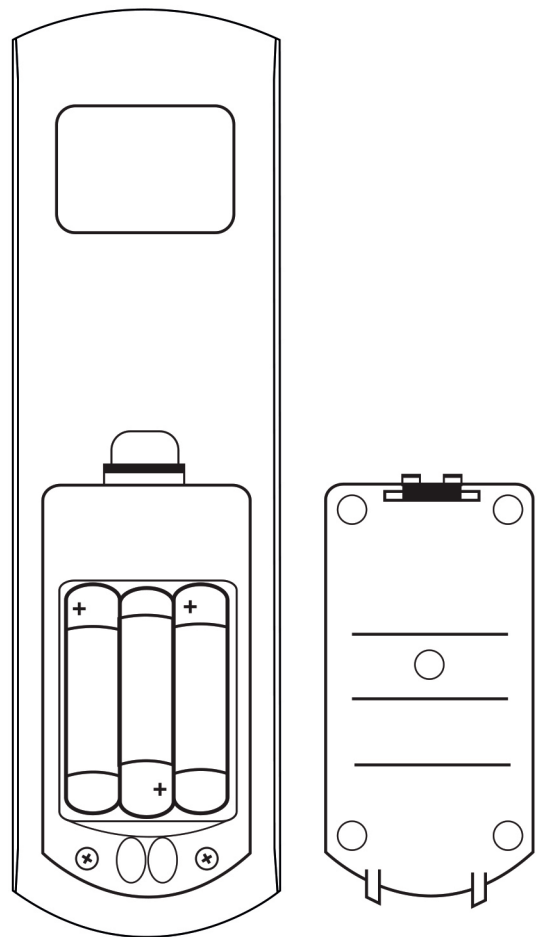
If sleep system fails to elevate and/or the massage unit fails to work:

- Check that all cables are plugged in.
- Check that there is power to the socket (power supply).
- Check that the power is switched on
- Check the fuse in the plug

Please note that if you ask us to investigate a fault with your bed, if our engineer finds that it is not correctly plugged in, the fuse in the plug has failed, batteries have failed or the power is not switched on, we will charge a call out fee for that visit.

If the handset fails to illuminate and / or operate.

- Replace the batteries.



Care and maintenance

Your Comfomatic sleep system has been designed with minimum maintenance in mind. There are no parts for you to oil or service and by following the few simple steps below you will enjoy your new sleep system for many years to come. We would remind you that if you do not adhere to the advice referred to in this guide you may invalidate the guarantee.

Contacting our customer service team

Our customer service team is available Monday – Friday from 9am to 5pm (excluding bank holidays). Please call 0151 559 1140 or visit our support pages at www.comfomatic.com/support

Stains & Accidental Damage

Your sleep system comes with a Staingard five-year insurance backed warranty. The Staingard warranty covers most types of accidental damage and the professional treatment of stains. To make a claim under the Staingard warranty for accidental damage or for staining, the sleep system must always be used with an approved mattress protector.

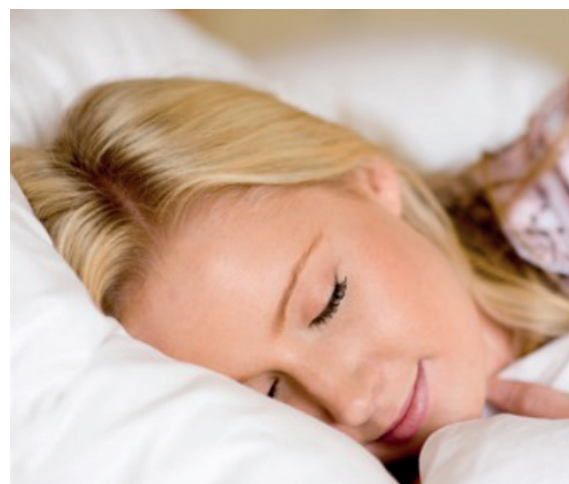
IMPORTANT:- Any claim for accidental damage or stains, must be submitted to the insurer within 7 days of the event. Staingard will not accept claims for accidental damage or stains after the 7 days.

- You should refrain from using unapproved proprietary chemical cleaners on your sleep system. Comfomatic supply an approved premium bed care kit containing an approved premium bed & mattress stain remover and deodoriser. This kit can be purchased from our customer service team.

Approved Mattress Protectors

An approved mattress protector was fitted to your sleep system on delivery, additional or replacement mattress protectors can be purchased from our customer service team. We supply a range of approved mattress protectors, for more information please call our customer service team or visit our online shop at www.comfomatic.com/shop

Bedding Pillows, Quits & Other Accessories



Comfomatic supply a range of quality bedding and accessories to complement your sleep system. For more information please call our customer service team or visit our online shop at www.comfomatic.com/shop

deodoriser. This kit can be purchased from our customer service team.

Care Kits Dust Mite Inhibitor & Calming Pillow Spray



The premium care kit available from our customer service team, includes.

- Approved premium bed & mattress stain remover & deodoriser.
- Premium dust mite inhibitor
- Premium calming pillow spray
- Premium cleaning cloths

We advise that you protect your mattress with a suitable natural fibre mattress protector cover. This will help to protect the surface of your mattress from contact with moisture and the risk of staining. A mattress cover will keep your mattress looking pristine for years to come.

Caution

There are no user serviceable components in your Comfomatic sleep system. You should not attempt to repair or service any mechanical or electrical feature of this sleep system as you may cause injury to yourself or others which could damage the system and invalidate the guarantee and/or warranty. If you encounter any problem not covered by the Trouble Shooting Guide then you should contact Comfomatic using the contact details on page 3 of this manual.

Your new sleep system is handcrafted, we therefore expect there to be some small variations in standard sizes.



Care and maintenance

At Comfomatic we pride ourselves on delivering quality products coupled with a level of service that we believe is second to none. All Comfomatic mattresses are manufactured here in the UK using traditional craftsmanship and quality components. Following a few simple steps will ensure that your mattress continues to deliver comfort for year after year.

Pocket Sprung Mattresses

Care & Use Instructions

- We advise you, and it is a condition of your Staingard warranty, to protect your mattress with an approved mattress protector. This will help to protect the surface of your mattress from contact with moisture and the risk of staining. An approved mattress protector will keep your mattress looking pristine for years to come. We fitted an approved mattress protector on delivery, we supply a range of approved mattress protectors, for more information please call our customer service team or visit our online shop at www.comfomatic.com/shop
- Our fillings are especially sumptuous – therefore indentations in the mattress caused by body weight compressing the fillings are a normal characteristic of the mattress.
- You should rotate your non-turn mattress regularly, to aid even settlement of the filling and to prolong the mattress life. We recommend that you rotate your non turn mattress from end to end weekly for the first four months and once a month thereafter.
- We recommend that you seek assistance to rotate the mattress. Apart from the risk of injury to yourself, you also risk damaging the springs should you bang, bend or roll the mattress.
- All our mattresses are one sided, it is important that you do not turn any of our mattresses over.
- Avoid sitting on the edge of the mattress. This can cause damage to the springs or the border of the mattress.
- Occasionally due to the high-quality fillings we use in certain mattresses such as silk, lamb's wool and cashmere, there may be some migration of the fillings to the surface of the mattress due to their natural fineness. If this should occur lightly brush them away, please do not vacuum your mattress.
- Never wet clean your mattress. We recommend always using a mattress topper or cover to protect the mattress. Any spillages should be blotted up and then professionally cleaned.
- Our bodies generate over a pint of moisture during the night. It is important to let your bed breathe to allow that moisture to dissipate. Simply turning down your bed clothes in the morning will allow the bed to air.
- Unlike a normal mattress, please remember that your mattress needs to bend as you adjust the bed, therefore we recommend changing the mattress every six years.





Adjustability & Mattress Movement

As your sleep system adjusts, you may notice that there is some movement in the position of your mattress. This is a perfectly normal occurrence and there is no need for concern, indeed the system could not adjust without this occurring.

The retainer, situated at the foot end of the bed, provides a physical barrier to restrict the movement of the mattress. It is perfectly normal for the mattress to press or rub against the retainer during the adjustment of the sleep system.

During adjustment of the bed, it is perfectly normal for you to hear sounds associated with your mattress moving on the upholstered base.

It is also important to note that if you adjust the sleep system, without the weight of a person on the mattress, the mattress will not contour to the shape of the system and will shift position. This is perfectly normal and simple to correct. Simply reposition your mattress and ensure that you adjust the bed whilst lying on the mattress.

Mattress Settlement

Due to the nature of the product, together with the sumptuous fillings that we use in our pocket sprung mattress, settlement is a natural part of the mattress life. What is perhaps ironic is that, because of the quality and quantity of the fillings, better quality mattresses are more susceptible to settlement than are lower quality mattresses.

So why does settlement occur in a quality mattress?

Many quality mattresses will show signs of settlement, this settlement can even be apparent after a very short period of use. But because settlement is a natural characteristic of mattress use, this is not something that you should be concerned about.

Settlement will be more apparent in our premium range of mattresses, with very soft but thick layers of wool and cotton, whereas cheaper mattresses with few and or thin layers of wadding are much less likely to show body indents.

Settlement normally manifests itself as a slight dipping around the area that you lay on. Settlement may be more apparent on larger mattresses than on smaller mattresses and is normally due to the many layers of filling compressing slightly under your weight. Settlement should not affect the life of the mattress or the comfort you are experiencing from the mattress. The effect of settlement can be minimised by regular rotation of the mattress, so that the sleeping area is regularly changed.

Weight Limits

Each Comfomatic product has a weight limit. If you exceed these limits, you will invalidate your guarantee or warranty, you may injure yourself or cause damage to the product. Our agents asked you to confirm your weight, we recorded that weight on the sales contract and we use your weight to confirm that you are in the specification for any product purchased.

When selecting your bed, you must consider two different weight limits. The first is the combined weight of all occupants, for the bed. The second is the individual weight of each occupant for the mattress.

Comfomatic Adjustable Beds (combined weight of all occupants)

Range	Maximum Weight Stones	Maximum Weight Kg
Sutton	13 Stones	82kg
Buckingham & Sandringham Plus	48 Stones	304kg
Sandringham Classic	48 Stones	304kg
Windsor SE	30 Stones	190kg

Comfomatic Mattresses (individual weight of each occupant)

Range	Maximum Weight Stones	Maximum Weight Kg
Sutton pocket sprung mattress	13 Stones	82kg
Windsor SE 3000 pocket sprung	19 Stones	120kg
Smooth Tech 3000 pocket sprung	19 Stones	120kg
3000 HD mattress heavy duty*	25 stones	158kg

*When selected, heavy duty will be clearly shown on sales contract

Safety Tips

Note: Warning denotes a risk of personal injury or damage to your bed

1: Caution – Entrapment Hazard.

To minimize the effects of any entrapment, your Comfomatic sleep system has been designed so that the actuators (which move the sleep system) do not "pull" the sleep system down - the sleep system lowers using gravity. Any object caught between the raised sleep system and the frame will not be squashed by the actuators pulling down but may be pinched due to the weight of the mattress and any occupants.

- Care should be taken to ensure that objects/limbs, cables are clear of the sleep system before lowering.
- Never allow children to play with the sleep system or its controls or be in the vicinity of the sleep system whilst it is being activated.

2: Caution – Electrical Hazard.

To minimise the risk of damage or injury the electrical system has been designed to operate on 24 volts. This lower voltage is supplied by the transformer provided.

- In the event of any cable becoming worn, frayed or otherwise damaged, you must stop using the system immediately and disconnect it from the mains.

Please contact our Customer Service Department using the number provided on page 3.

3: Caution – Using the Massage unit (optional)

- It should be noted that the use of a massage unit is not recommended for users who have a pacemaker fitted. If in any doubt consult your doctor.

4: Caution – Moving the bed

- Your sleep system is a heavy object please do not try to move the sleep system using the decorative side, end panels or headboard where fitted, this will cause damage that will not be covered by your warranty. To move your bed use the deck of the bed.



Technical data.

Plug:

Compliance.....Conforms to BS 1363A

Type.....Type "G"

Transformer:

Input.....100V – 240V@50/60Hz

Output.....26V 1.8A

Duty Cycle.....1 min on / 8 mins off

Actuator:

Duty Cycle.....1 min on / 8 mins off

Power output (per actuator)..... 4000N

Voltage input.....24V – 29V DC

Bed height.

The Sandringham is available in a range of heights from the standard 60cm (24 inches) right up to 66cm (26inches), subject to the normal tolerances of the manufacturing process. The height of your bed must be specified at the point of order and as standard will be 53.5cm, the photographs used in this manual depict the 66cm high model.

About our warranty

Peace of mind is a standard feature delivered with every Comfomatic bed or chair. All our beds and chairs come complete with a five-year Staingard insurance backed warranty. The Staingard warranty provides protection against operational failure due to structural defects, faulty workmanship, defective materials, and certain types of accidental damage and stains. Like all warranties the Staingard warranty is subject to terms, conditions and exclusions which are set out in the policy document provided to you. This warranty is in addition to your statutory rights.

In the event that we respond to your request for an engineer to visit your home, and there is either no fault found and/or parts are not covered by this warranty; or you are not home when the visit has been arranged we will charge for the callout. A charge will also be made for any time spent delivering the service and all parts supplied.

Our guarantees and warranties do not cover wear and tear or consumable parts such as batteries, bulbs, fuses and mattress protectors.

Like all other mechanical products, we strongly advise that you have your sleep system serviced by us annually*. Having your sleep system serviced in this way, will help prolong its life and can enable faults to be detected and repaired before they become a major issue and whilst they are still covered by your Staingard warranty.

Comfomatic offer an annual service plan for all products, please contact our customer service team for further details. Taking out the annual service plan, ensures your service is conducted annually, gives you access to discounts in our web shop and even provides discounts if you decide to invest in any other Comfomatic product.

5 Year Warranty
Certificate





Dear Customer

Congratulations on purchasing the UK's most comprehensive furniture protection plan.

This plan covers you against the cost of cleaning and repairs if your furniture is accidentally damaged or stained, if the structure fails, or if your carpet is accidentally stained. Naturally this coverage is dependent upon the level of cover you purchased from your retailer and you should check the enclosed certificate to ensure that this matches your expectations.

We would also draw your attention to the aforementioned certificate so that you can familiarise yourself with the terms and conditions of cover provided. Any claims will be managed in accordance with these terms. **All claims must be reported within 7 days of the incident that caused the stain or damage.** Furthermore claims can be reported 24 hours per day and claims can also be made by visiting www.staingardclaims.co.uk

It is essential that you are able to identify and be specific about the cause of any damage or staining that you are claiming for.

Whilst your Staingard policy provides comprehensive cover it is not a substitute for sensible use and care of your furniture. The following is intended as a guide to help get the most from both your furniture and your protection plan.

1 In the event of a stain, please ensure that you are able to identify the nature of the stain as this will help us to provide the best possible service in stain removal.

2 Do not use any cleaning materials not supplied by your retailer or directly from Staingard. If in doubt please do nothing to the stain and contact us for further advice or to make a claim. Staingard will not guarantee stain removal and you may invalidate your claim status if you use materials that inhibit the ability of our staff to remove such stains. Damage resulting from the use of such unapproved cleaning materials is not covered.

3 Blot stains with clean white kitchen cloth or colourfast cotton towelling, DO NOT RUB! Rubbing will invariably result in distortion to the fabric or carpet pile making subsequent stain removal more difficult and even leaving unsightly marks. If Stained areas are rubbed and subsequently damaged prior to a Staingard technician attending then responsibility cannot be accepted by Staingard for such damage.

4 If you have been provided with a care kit from your retailer, this kit will contain the most appropriate products for routine maintenance and stain removal. Leather upholstery should always be treated with 'Staingard Leather Protection Cream' (unless it is Suede, Nubuck or Pull Up,) as this will help to prevent staining particularly from dye transfer and also make regular cleaning much easier. If you have purchased upholstery made from Suede, Nubuck or Pull –Up leather this needs more specialist attention and you should contact us or your retailer for specific maintenance advice. Regular cleaning of all upholstery items is essential to avoid the build up of such things as body oils (from perspiration), hair gels, cosmetics and medications. Specific stains resulting from these things are covered by your policy, however multiple stains and a build-up of any staining over time is not covered. If you have purchased this policy in association with carpet, dining or cabinet furniture the same guidelines apply, if you have any concerns regarding the care of such furniture or carpet please contact Staingard for advice.

5 Avoid the use of throws and cushions that are non colourfast as these can often create a build up of staining or dye transfer that can be very unsightly and difficult to remove. If in doubt about colourfastness you can test this by wetting a small area of such items and rubbing on an inconspicuous area of your leather or fabric, observe the effect and only use if you are sure of no dye transfer or staining. Remember that the build up of soiling and staining and damage due to neglect, abuse or wear and tear is not covered by your policy.

6 Enjoy your furniture and remember that Staingard in association with your retailer is committed to providing you with the best possible service to ensure that this continues for the life of your furniture.

The Staingard Warranty Group is a trading name of Homeserve Furniture Repairs Ltd, a company authorised in England and Wales, whose company number is 05042667 and whose registered address is Unit 2, Delph Road Industrial Estate, Delph Road, Brierley Hill, West Midlands. DY5 2UA.

Terms and Conditions Of Insurance

Thank you for choosing Staingard Warranty Group ("A trading name of Homeserve Furniture Repairs") to supply your furniture protection. We hope that your furniture will be trouble free, however should you need to make a claim under your Insurance Certificate please follow the process detailed under "Claims Procedure".

Subject to the level of cover provided, details of which can be found on the front of your Certificate we will indemnify you against the costs of removing stain damage and accidental damage relating to your furniture or carpet in accordance with the terms and conditions shown below provided the premium (which includes Insurance Premium Tax) has been paid for the cover selected.

Your furniture insurance has been arranged by Staingard Warranty Group and Administered by Homeserve Furniture Repairs Ltd & underwritten by Acasta European Insurance Company Limited, 5/5 Crutchett's Ramp, Gibraltar, GX11 1AA (registered no. 96218).

Homeserve Furniture Repairs Ltd is authorised and regulated by the Financial Conduct Authority reference number 502001.

Acasta European Insurance Company Limited is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority for the conduct of UK business. Details about the extent of Our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from Acasta European Insurance Company on request.

The **Insurer** will indemnify the **Insured Person** subject to the terms, conditions, clauses and exclusions of this policy during the **Period of Insurance** within the **Territorial Limits**.

What to Do in the Event of an Incident or Spillage.

In the event of an incident, you must contact the service provider for instructions before attempting to clean or repair the affected furniture. You should only clean the affected furniture following the direction from the service provider, and by using the approved cleaning kit or method recommended. Customer Service Help line on **01384 473017** (Monday – Friday 9am-5pm).

Definitions

The words or expressions detailed below have the following meaning wherever they appear in this Certificate of Insurance.

- **Administrator**; Staingard Warranty Group Limited, Unit 2, Delph Road, Brierley Hill, West Midlands, DY5 2UA.
- **Service Provider**; Homeserve Furniture Repairs Limited, Unit 2, Delph Road, Brierley Hill, West Midlands, DY5 2UA.
- **Insured, You, Your**; The person(s) whose name and address is shown on the Certificate of Insurance.
- **Insurer / We / Us / Our**; Acasta European Insurance Company Limited
- **Furniture**; The item or items detailed on your sales receipt and the subject of this Certificate as stated overleaf.
- **Service Request**; The request for a technician to attend to your home during normal working hours (8am – 5pm Monday to Friday).
- **Data Controller** ; The Insurer, who determines the purposes and means of processing Your personal data.

Limit of Indemnity

We will pay for cleaning, repairs and part or full replacement up to a maximum of £10,000 for damaged furniture, or up to the original purchase price of either article, whichever is the lower in settling any one claim or in total of all claims made during the period of insurance. Mattress protectors will be replaced up to a maximum 5 times as a result of a valid claim. Originally supplied arm caps and scatter cushions are covered for stain removal and accidental damage only. If the arm cap or scatter cushion cannot be cleaned or repaired our limit of indemnity is restricted to the original cost of the arm cap or scatter cushion. In the event a carpet is replaced the policy will only cover the cost of the carpet and no additional extras such as underlay, fitting or gripper rods will be included.

Territorial Limits

The insurance is limited to the United Kingdom, the Channel Islands and the Isle of Man.

Period of Insurance

Cover under this Certificate of Insurance will commence on the date of delivery of the furniture item(s) covered as stated overleaf and will continue, subject to the terms set out in this Certificate of Insurance, for a period of five years inclusive of the supplier's 12 month warranty period. Cover for structural defects is limited to 48 months and will commence 12 months after the date of delivery of the furniture.

What is covered

The following occurrences of stain damage and accidental damage are covered under this Certificate of Insurance subject to the cover you have selected and the exclusions listed under "What is not covered".

Upholstery

Where shown on your Certificate, Stains on fabric or leather furniture, mattresses (including mattress protectors) and carpets which are sudden and accidental resulting from;

- Food and beverages;
- Ink, paint and dye;
- Human and pet bodily fluids;
- Cosmetics, soap and shampoo;
- Wax and wax polish;
- Glue and superglue;
- Dye transfer from clothing and newspaper print;
- Acids, bleaches, caustic and corrosive solutions and substances.

Where shown on your Certificate Structural defects to fabric or leather furniture, mattresses (including mattress protectors) following the expiry of the supplier's warranty caused by;

- Defects to frames caused by breakage or becoming warped;
- Defects of mechanical, electric recliners and components;
- Bending and breakage of metal components;
- Broken zips, castors, and buttons;
- Separation of seams and stitching;
- Lifting or peeling of the hide on leather furniture;
- Loss of resilience to foam and fibre interiors.

Where shown on your Certificate, Accidental Damage on fabric, leather furniture, mattresses & mattress protectors caused by;

Rips, tears, burns, scuffs, scratches and punctures. Accidental Damage includes damage caused by pets. Damage caused by pets (that is not extensive) is limited to three (3) claims during the period of insurance.

Deliberate damage caused by children (under 12) is limited to one (1) claim during the period of insurance.

Cabinet & Bed Frames

Where shown on your Certificate Stains and Accidental Damage to cabinet furniture, bed frames & mattresses which is sudden and accidental resulting from:

- Water, liquid or heat marks from items in normal household use;
- Breakage, dents, chips, scratches which have penetrated through the surface finish; or
- Breakage, scratches and chips of glass or mirrors occurring during normal household use.

Structural Defects to cabinet furniture, bed frames & mattresses following the expiry of the manufacturers warranty caused by;

- Defects to frames caused by breakage or becoming warped;
- Peeling of the finish on solid wood, veneered or laminate furniture;
- Defects of mechanical, electric recliners and components;
- Bending and breakage to metal components;
- Broken zips, castors, and buttons;
- Separation of seams and stitching;
- Lifting or peeling of the hide on leather bed frames and dining chairs;

What is Not Covered

We will not pay the claim costs arising from:

- 1) Any damage (structural or otherwise), soiling or staining caused:
 - a. Prior to or during delivery;
 - b. To insured items used for rental / sublet or commercial purposes, or furniture in storage or transit;
 - c. By contractors working in or on the premises where the furniture is being used;
 - d. By the failure of plumbing, drainage, electrical or central heating systems including leaking radiators or pipes;
 - e. By or resulting from misuse or mishandling;
 - f. By or resulting from abuse, neglect, violence or vandalism;
 - g. Removal of stains caused by a build up of perspiration, hair and body oils;
 - h. By accumulated multiple stains or any unidentifiable stain;
 - i. By any spill or stain not attended to in a manner described by the administrator;
 - j. By fire, fire damage, smoke, ash, flood, wind, lightning, the act of sunlight, oxidation, or any other natural disaster
 - k. By any other cause not specifically mentioned under "What is Covered".
- 2) Removal of odours even when caused by a stain;
- 3) Stains & damage that is consistent with wear and tear
- 4) Stains & damage or anything that happens gradually including dye transfer;
- 5) Damage caused by insects, non domestic animals or wild birds
- 6) Pet damage which is extensive and/or not a single incident;
- 7) The use or application of cleaning substances or materials other than those provided by the service provider;
- 8) The incorrect use of any cleaning substances or materials;
- 9) Insured items that do not meet the minimum requirements of the British furniture industry;
- 10) Fabric failure, including fraying & lost buttons;
- 11) The cost of replacing your insured item in the event of staining or damage to arm caps or scatter cushions;
- 12) Failure to comply with the manufacturer's, supplier's, or insurance or service providers instructions;
- 13) Use of the furniture in a manner other than that intended by the manufacturer;
- 14) Loss of resilience of foam cushions if under 30%; This is defined as the depressed cushion not returning to within 30% it's original height or volume;
- 15) Natural characteristics of leather, such as brands, bites, tick marks and opened scars;
- 16) Failed repairs carried out under the manufacturer's warranty;
- 17) Repairs carried out by a technician not assigned by the service provider;
- 18) Damage caused by a contractor, cleaner or plumber
- 19) Fading, effect of sunlight or non-colour fast materials;
- 20) Variations in batches of dyes, where a part is replaced the colour match will be within a commercial tolerance;
- 21) Consequential loss of any kind and or loss of use;
- 22) Structural defects first discovered during the manufacturer's warranty period;
- 23) The cost of replacing undamaged carpet beyond the boundary of the room where the carpet is damaged even if there is a common design or colour;
- 24) Damage not consistent with the original claim or misrepresentation of an occurrence;
- 25) Service costs where having arranged for the attendance of a service provider they are unable to gain access to the furniture. In such instances you will be responsible for the cost of the service request to the service provider before they will re-attend.
- 26) Any Costs

General Exclusions

War

Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.

Terrorism

Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.

Radiation

Any direct or indirect consequence of:

- o Irradiation, or contamination by nuclear material; or
 - o The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
- Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

Electronic Data

Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.

For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.

For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

Cover Conditions

Duty of Care

The existence of this Insurance Certificate does not eliminate the need for you to maintain the furniture to a standard as directed by the manufacturer and keeping the furniture clean and out of direct sunlight.

Transfer of Insurance

You can transfer this Certificate of Insurance to another named party (subject to the payment of a £35.00 administration fee) by returning the document to the administrator and supplying the full name and address of the new party.

1. Observance of policy Terms

You must:

- keep to the terms and conditions of this policy
- take reasonable steps to avoid and prevent claims
- take reasonable steps to avoid incurring unnecessary costs
- send everything We ask for, in writing to; 5/5 Crutchett's Ramp, Gibraltar, GX11 1AA
- report to **Us** full and factual details of any claim as soon as possible and give **Us** any information **We** need.

2. Your responsibilities

You must co-operate fully with **Us** and must keep **Us** up-to-date with the progress of the claim.

3. Reporting a claim

You must notify the **Claims Administrator** as soon as possible, but within 14 days of the point that **You** become aware of the damage occurring. The claims notification number is 01384 473017 (Monday – Friday 9am-5pm).

4. Recoveries/Subrogation

We reserve the right to take legal proceedings in **Your** name, at **Our** own expense and for **Our** own benefit, to recover any costs or damages **We** have paid out under this insurance to anyone else. If any **Insured Person** recovers any costs or damages previously paid under this insurance from any other party, such costs or damages must be immediately repaid to **Us**.

5. Dispute Resolution

If any dispute between the **Insured Person** and **Us** arises from this policy, the **Insured Person** can make a complaint to **Us** as described on the back page of this policy and **We** will try to resolve the matter. If **We** are unable to satisfy the **Insured Person's** concerns the **Insured Person** can ask the Financial Ombudsman Service to arbitrate over the complaint.

6. Assignment

This insurance is between and binding upon **Us** and **You** and **Our/Your** respective successors in title, but this insurance may not otherwise be assigned by **You** without the **Our** prior written consent.

7. Waiver

If the **Insurer** or any **Insured Person** fails to exercise or enforce any rights conferred on them by this insurance, the failure to do so will not be deemed to be a waiver of such right, nor will it bar the exercise or enforcement of, such rights at any subsequent time.

8. Governing law

This insurance is governed by the law of England and Wales.

9. Third party rights

Unless expressly stated in this insurance, nothing in this insurance will create any rights in favour of any person pursuant to the Contracts (Rights of Third Parties) Act 1999. This Condition does not affect any right or remedy, of any person, which exists or is available otherwise than pursuant to that Act.

10. Fraudulent claims

We may, at **Our** discretion, void the policy from inception, or from the date of claim, or alleged claim, or **We** may not pay the claim if:

- a claim made by **You** to obtain benefit under this policy is fraudulent or intentionally exaggerated, whether material or not; or
- a false declaration or statement is made in support of a claim.

11. Financial Services Compensation Scheme

The **Insurer** is covered by the Financial Services Compensation Scheme, established under the Financial Services and Markets Act 2000 (the "Compensation Scheme"). If the **Insurer** is unable to meet their obligations under this insurance, an **Insured Person** may be entitled to compensation from the Compensation Scheme.

12. Other insurances

If the insurance provided by this **Policy** is also covered by another policy, or would have been covered if this **Policy** did not exist, **We** will only pay **Our** share of the claim, even if the other insurer refuses the claim.

13. Period of Insurance

The **Period of Insurance** will end on the date specified in **Your** policy. For further terms please see the '**WHEN WILL COVER END**' section.

Data Protection

We are the Data Controller for the data **You** provide to **Us**. **We** need to use **Your** data in order to arrange **Your** insurance and associated products. **You** are obliged to provide information without which **We** will be unable to provide a service to **You**. Any personal information provided by **You** may be held by the **Insurer** in relation to **Your** insurance cover. It may be used by **Our** relevant staff in making a decision concerning **Your** insurance and for the purpose of servicing **Your** cover and administering claims.

Information may be passed to loss adjusters, solicitors, reinsurers or other service providers for these purposes. **We** may obtain information about **You** from credit reference agencies, fraud prevention agencies and others to check **Your** credit status and identity. The agencies will record **Our** enquiries, which may be seen by other companies who make their own credit enquiries. **We** may check **Your** details with fraud prevention agencies. If **You** provide false or inaccurate information and **We** suspect fraud, **We** will record this.

We and other organisations may use these records to:

- Help make decisions on insurance proposals and insurance claims, for **You** and members of **Your** household
- Trace debtors, recover debt, prevent fraud, and manage **Your** insurance policies
- Check **Your** identity to prevent money laundering, unless **You** furnish **Us** with satisfactory proof of identity.

We process all data in the UK but where **We** need to disclose data to parties outside the European Economic Area (EEA) **We** will take reasonable steps to ensure the privacy of **Your**

data. In order to protect **Our** legal position, **We** will retain **Your** data for a minimum of 7 years. **We** have a Data Protection regime in place to oversee the effective and secure processing of **Your** data. Under GDPR legislation, **You** can ask **Us** for a copy of the data **We** hold, have it corrected, sent to a third party or deleted (subject to **Our** need to hold data for legal reasons). **We** will not make **Your** personal details available to any companies to use for their own marketing purposes. If **You** wish to complain about how **We** have handled **Your** data, **You** can contact **Us** and **We** will investigate the matter. If **You** are not satisfied with **Our** response or believe **We** are processing **Your** data incorrectly **You** can complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303 123 1113.

CONSUMER INSURANCE (DISCLOSURE AND REPRESENTATIONS) ACT 2012

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take reasonable care to:

- Supply accurate and complete answers to all the questions **We** or the **Administrator** may ask as part of **Your** application for cover under the **Policy**;
- To make sure that all information supplied as part of **Your** application for cover is true and correct;
- Tell **Us** of any changes to the answers **You** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **Your** policy is invalid and that it does not operate in the event of a claim.

INVALID COVER BENEFIT

If any Benefit is paid which is found to have been made as a direct or indirect result of **Your** fraud, recklessness or negligence then all payments may be forfeited and **We** reserve the right to demand that any sum paid by **Us** is repaid by **You** and/or take the appropriate legal action against **You**.

Cancellation Rights

We hope **you** are happy with the cover this policy provides. However, if you decide that for any reason, this **Policy** does not meet **your** insurance needs then please return it to **your administrator** within 14 days from the day of purchase or the day on which **You** receive **Your** policy documentation, whichever is the later. On the condition that no claims have been made or are pending, we will then refund your premium in full.

Thereafter **you** may cancel the insurance cover at any time by informing **your administrator** however no refund of premium will be payable.

When Cover Ends

Cover will terminate immediately and you will lose all rights to the benefits under your Certificate of Insurance:

- If the premium for this Certificate of Insurance is not paid.
- On the Certificate end date as shown overleaf.
- If you modify the insured furniture.
- In the event of a claim that has resulted from a breach of any of the terms in this Certificate of Insurance.
- Following payment(s) and/or cost incurred by the insurer in relation to any one claim or the total of all claims, made by you throughout the insurance period, reaching the limit of indemnity.
- In the event of fraud, misrepresentation or dishonesty of any kind by you, or anyone acting on your behalf, in relation to this insurance or any claim.
- The date we replace your furniture in full or the date we compensate you for the full loss of your furniture.
- The date you or we cancel the Certificate.

Valid claims will be settled by cleaning, repairing or replacing the damaged product. If a repair can be made, it must be considered prior to a replacement being considered. Neither the value of repairs or replacement shall exceed the maximum liability.

Over time the colour, shade and appearance of your product is likely to change and therefore in the event new covers are required we will supply parts based on the original appearance of your product. Wherever possible we will try and limit any differences but our liability is to repair the product based on the original specification. **We** may decide to offer you a cash settlement in lieu of a repair for the value of our repair.

In the event of a stain claim the Administrator's first response may be the despatch of a specialist cleaning product for your stain along with a claim form. If the cleaning product is unsuccessful in removing the stain then please complete the claim form and the Administrator may then arrange for an inspection of your furniture to decide upon the most economical method of settling your claim.

Where we are not able to clean, repair or replace the damaged product satisfactorily we will issue a credit note for use at the same retailer from which you originally purchased the product. If the retailer has ceased to trade or has moved, we will issue a credit note for use at a similar retailer of our choice that is local to you.

The value of the credit note will be the amount you paid for the product less any previous claim costs, subject to the maximum liability. Where items are non-integral and therefore easily separated, arm caps or scatter cushions and other accessories, they are treated as separate products in the event of a claim.

If your claim is settled by credit note we reserve the right to take sole ownership of the defective product. If we chose to take ownership, the defective product will be collected following the delivery of the replacement product. If we choose not to collect the defective product as above, the ownership of it and the responsibility for it will remain solely with you"

SALE OF THE POLICY

Please contact your agent who arranged the Insurance on your behalf.

COMPLAINTS PROCEDURE

We will always try to give **You** a quality service. If **You** think **We** have let **You** down, please write to **Us**. To enable **Us** to deal with any concerns swiftly, **We** have made arrangements for these to be dealt with in the UK by the **Service Provider**.

Please write to:

Homeserve Furniture Repairs Limited, Unit 2, Delph Road, Brierley Hill, West Midlands, DY5 2UA.

Or **You** can either email the **Administrator** at info@hfrclaims.co.uk or phone the **Administrator** on 01384 4730017. Details of the HFR Administrations Complaints Handling process will be sent to **You** on request. If **You** are still not satisfied, **You** can contact the Insurance Division of the Financial Ombudsman Service at: The Financial Ombudsman Service, Exchange Tower, London E14 9SR
















You can also contact the Financial Ombudsman Service on 0800 023 4567. Website: www.financial-ombudsman.org.uk

Using this service does not affect **Your** right to take legal action.

15 Point Service

Your Comfomatic product should be serviced* by our technicians, to make sure your product is safe, working to specification and continues to provide you with trouble free service. Each Comfomatic service includes the following 15 point check : -

Bed Checklist

- | | |
|---|---|
| 1: Electrical safety test. |  |
| 2: Check all leads for damage. |  |
| 3: Check all connections to control box lighting and motors. |  |
| 4: Check actuators functioning. |  |
| 5: Check operation of hand control. |  |
| 6: Replace remote control batteries.** |  |
| 7: Change back up batteries.** |  |
| 8: Check castors rotation.** |  |
| 9: Check chassis nuts and bolts are secure and in place. |  |
| 10: Check headboard, footboard and side panels are in place and secure. |  |
| 11: Clean & lubricate all moving parts (avoiding electrics). |  |
| 12: Full cycle test action. |  |
| 13: Full cycle test massage (if fitted). |  |
| 14: Rotate and dress mattress. |  |
| 15: Repair or replace any defective parts covered by guarantee. |  |

* A fee is payable for each service

** If applicable

Comfomatic

for the *rest* of your life



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Comfomatic reserves the right to change product specification in line with our policy of continued product development.

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