



Hilker[®]
GERMANY
1888

PRODUCT USER MANUAL
GUARANTEE BOOKLET

MALAYSIA

The Four Generations of Excellence

| 1863 - 1945
Ernst Hilker



| 1933
**Ernst Dieter
Hilker**



| 1904 - 1954
Ernst Hilker



| 1961
Ernst Hilker



Back in 1888, a young and talented entrepreneur by the name of Ernst Hilker started a small furniture business that manufactures first class designer pieces in Detmold, Germany.

Today, over a century and four generations later, the company has flourished and expanded to become a recognised and respected premier chain.

Thank you for choosing Hilker mattresses.

You are now part of the million customers around the world, enjoying superior sleep quality assured by Germany. In addition, we are offering you a 10-year Guarantee on each of your Hilker mattress.



100% Guaranteed

- I. Our mattresses are all produced by qualified ISO9001 certified manufacturers
- II. Our mattresses have passed the national top standard Grade A Durability Test of lasting 80,000 repeated compressions (Note: Grade B for 40,000 compressions, Grade C for 25,000 compressions).
- III. Formaldehyde released from the mattresses is lower than the national standard of 0.05 mg/m²h.
- IV. Absolutely no extracted materials from discarded or waste fibrous products are used as raw material in the manufacturing of our mattresses.
- V. Products have passed pathogen tests and are tested free of *Pseudomonas aeruginosa*, *Staphylococcus aureus*, and haemolytic *Staphylococcus*.

TERMS AND CONDITIONS

1. This guarantee is for the mattress spring coils from the date of delivery; ("The Product") against defects in workmanship or faulty materials.
2. During the 10 years guarantee period of the mattress, the mattress spring coils will be repaired or have parts replaced at HILKER's absolute discretion at no charge in respect of any manufacturing defects of the mattress spring coils.
3. This product guarantee is not transferable. Please retain your original purchase invoice for verification.
4. The cover of the mattress is excluded from this guarantee.
5. Any depression of less than 3cm of the original mattress height is considered physiological due to body impression, high elasticity of materials used in the manufacturing and normal wearing, thus not sagging.
6. Any possible odours arising from the mattress is considered normal and will dismiss over time with sufficient amount of ventilation in your bedroom.
7. For any new mattress, a "variable period" for your body to adapt to the mattress is necessary.
8. Guarantee does not cover "comfort" expectation.
9. All transportation charges incurred must be borne by the purchaser.
10. This guarantee is deemed void if:
 - a. The mattress is used on a sagging base.
 - b. The mattress is torn or mutilated.
 - c. The label is removed, altered or tampered with.
 - d. The mattress is exposed to direct sunlight or soiled in unsanitary conditions.
11. The company reserves the right to substitute materials of equal quality if identical materials are not available at the time repair or service.
12. This product guarantee is only applies to mattresses sold and used within Malaysia. For customers residing outside of Malaysia, please refer to the seller for any warranty covered by them.

You will need to register your guarantee by sending us the completed guarantee form within 14 days from date of purchase, OR register online according to the steps and procedures applied.

OPTION 1:

Online Registration: Just fill up the online registration form accordingly at www.hilker1888mattress.com

OPTION 2:

Post Registration: Simply complete the form at the back of this booklet and mail back to us.

THIS GUARANTEE DOES NOT COVER, BUT NOT LIMITED TO

Cover (including stains, soiling or burns); Body Impression less than 3cm;
Handles (where fitted) - these should be used only to position the mattress and should not be used to support the full weight of the mattress;
Border wires, which run along the perimeter of the mattress and foundation, bent due to moving or folding the sleep set;
Bedding sold 'as is', or floor samples, or bedding purchased from second hand parties, non-retail establishments, or received as a promotional item; Bed height; Bedding used in hotels, motels, or institutional facilities;
Fabric stains, soiling, fluid penetration, or burns; Comfort preference; Sheet fit;
Replacement of another piece of the sleep set unless that other piece is also defective; Damage due to abuse.

ORIGINAL PURCHASER ONLY:

This guarantee endures only to the benefit of the original purchaser ("The Purchaser") of the product, commences on the date of mattress purchase, and shall not be extended or restarted should the mattress be replaced or repaired.

Recommendations:

It is advisable to use bedsteads produced by Hilker of Germany, or bedsteads with high content that can provide strong support against collapse. Bedsteads with old design (slat design) are not able to provide sufficient support, and have caused many cases of new mattresses collapsing. Please use quality bed sheets or bed covers to protect the mattress against dust and stain. During relocation, please pack the mattress with thick cartons and carry by its outer edges.

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01 | PREFACE

Thank you for your recent purchase of Hilker Sleep System product. Every Hilker mattress has undergone rigorous quality control. All production processes, from material selection to the inspection of finished products, are closely monitored by our professional technical personnel. As such, we are proud to offer you a 10-year Guarantee on each of the purchase.

We Guarantee that:

- I. Our mattresses are all produced by qualified ISO9001 certified manufacturers
- II. Our mattresses have passed the national top standard Grade A Durability Test of lasting 80,000 repeated compressions (Note: Grade B for 40,000 compressions, Grade C for 25,000 compressions)
- III. Formaldehyde released from the mattresses is lower than the national standard of 0.05 mg/m²h
- IV. Absolutely no extracted materials from discarded or waste fibrous products are used as raw material in the manufacturing of our mattresses
- V. Products have passed pathogen tests and are tested free of *Pseudomonas aeruginosa*, *Staphylococcus aureus*, and haemolytic *Staphylococcus*.

For the protection of your rights, please read this manual carefully before use. This will help to prolong the lifespan of your mattress and reduce chances of damage.

02 | RANGE OF USE

The spring mattresses produced by our company are suitable for use as bedding in the bedroom. They are not meant for outdoor use.

03 | MODEL NUMBER AND SPECIFICATIONS

The model number and specifications of the mattress are labelled on its external packaging.

04 | OPERATION STANDARD

QB/T 1952.2-2011 (Spring mattress)

05 | PRODUCT MODEL AND MAIN COMPOSITION

(a) Product Model and Main Composition

A8L 4.2	Tencel Fabric, Memory Foam, Superior Soft Foam, Pocketed Coils
A6L 3.2	Imported Cotton Fabric, Polyester Fibre, Memory Foam, Pocketed Coils
A6L 2.8	Imported Cotton Fabric, Cooling Memory Foam, Polyester Fibre, Memory Foam, Pocketed Coils
A4L 3.2	Imported Cotton Fabric, Natural Latex, Polyester Fibre, Pocketed Coils
A4L 3.0	Imported Cotton Fabric, Natural Latex, Wool, Superior Soft Foam, Polyester Fibre, Pocketed Coils
4L 2.8	Imported Aromatic Fabric, High-density Foam, Polyester Fibre, 3-zone Pocketed Coils
A3 2.0	Imported Cotton Fabric, High-density Foam, Polyester Fibre, 620# Spring
A3 1.8	Imported Cotton Fabric, Polyester Fibre, High-density Foam, 468# Spring

(b) Raw Material Characteristics and Grading

MATERIAL	CHARACTERISTIC
Imported Cotton Fabric	Soft Comfort, Absorbent, Warm, Good Air Permeability, Eco-friendly
Tencel Fabric	Natural, Eco-friendly, Comfortable, Good Air Permeability
Imported Aromatic Fabric	Disinfecting, Relaxing, Relieves Insomnia, Helps Body Slimming, Eco-friendly
Natural Latex	High Resilience, Antibacterial, Good Air Permeability, Eco-friendly
Memory Foam	Zero-stress, Relieves Backache, Improves Blood Circulation, Eco-friendly
Wool	Anti-allergy, Warm, Eco-friendly
High-density Foam	High Elasticity, Skin-cuddling, Eco-friendly
Polyester Fibre	Warm, Skin-cuddling, Eco-friendly
Cooling Memory Foam	Eco-friendly, Absorbent, Good Air Permeability, Temperature Stabilizing, Anti-bacterial

06 | TECHNICAL PARAMETERS

Mattresses have passed the international top standard TUV Durability Test of lasting 100,000 repeated compressions, with spring coverage ratio of $\geq 55\%$.
Deviation of size (mm): L (-10, +10) ; B (-10, +10) ; H (-10, +10).
Dry friction resistance of cover fabric colour \geq Level 3.

Physical Characteristics of Padding:

Felt Pad: Strength of palm fibre and coconut fibre pad $\geq 16\text{N/cm}$
Strength of synthetic fibre felt $\geq 10\text{N/cm}$
Foam Material: Elasticity $\geq 35\%$
Tensile Strength: $\geq 80\text{kPa}$
Total weight: Composite cover fabric and padding $\geq 1,300\text{g/m}^2$

Hygienic Requirements:

Padding: No unusual odour should be emitted.
No molding or mildew should be present; No fleas, ticks, bedbugs, or cockroach egg capsules should be found by visual inspection.
No medical discards, discarded garments or other discarded fibres should be used.
No fibres from industrial culls or other recycling processes are used without being treated with processes such as high heat moulding (Thermo Fusing), disinfecting, etc.

Substances such as plastic knitting material, plant stalks, leaf blades, bamboo and wood shavings, sand, limestone powder, or metal specks should not be found mixed into the padding material.

Wadding fibres are not to be bleached.

Pathogens such as *Pseudomonas Aeruginosa*, *Staphylococcus Aureus*, and *Haemolytic Staphylococcus* are not to be tested positive.

Spring Requirements:

Spring are not to be rusted.

No rasping sound should be produced when the mattress is pressed hard by hand from its surface.

Ratio of spring coverage is to be $\geq 55\%$.

Durability:

Durability Test: TUV (100,000 repeated compressions).

After the test, the cover should be intact, springs not broken, seams not loosened, and padding not damaged or dislocated.

FURTHER MORE QUESTIONS?

Check out our official
website now at
www.hilker1888mattress.com
for more details.

07 | FREQUENTLY ASKED QUESTION (FAQ)

GUIDELINE:

Under normal use, indentations within 30mm deep are considered normal in mattress using the latest upholstery materials. Different from conventional designs, mattresses of new designs incorporate the latest ultra-comfort materials. According to the pressure exerted by the body, these materials will form indentations of various depths to support the body's curves. These indentations are not manufacturing defect; but rather, they demonstrate how the mattress's "memory" is performing its function. The thicker the ultra-comfort layers, the more obvious the indentations appear.

08 | ERROR ANALYSIS AND TROUBLE-SHOOTING

OBSERVATION	CAUSE	TROUBLE-SHOOTING
Mattress shakes	The bed is not stable	Determine which leg of the bed is unstable. Insert thick cardboard under the said leg to stabilize.
Mattress makes unusual noise	The bed is not stable	Determine which leg of the bed is unstable. Insert thick cardboard under the said leg to stabilize.
A small amount of water pools on the cover of the mattress.		Use absorbent paper to remove the water and blow the area dry with a fan.

09 | MATTRESS CARE

- a. It is normal that new mattresses smell of new material. Please keep the room adequately ventilated, the smell will vanish in 2 to 3 days.
- b. Never use your mattress uncovered. Ideally, a mattress protector and bed sheet should be used. Vacuum clean regularly.
- c. To prolong the lifespan of your mattress, this mattress is reversible. Rotate the mattress every 2 weeks in the first 3 months. The mattress should rotate end to end (180 degree rotation).
- d. Repeat the stave in once every 2 or 3 months thereafter.
- e. Do not allow children to play or jump on the mattress as this will shorten its service life (See Figure 2).
- f. Avoid eating or drinking on the mattress (See Figure 3).
- g. If the cover fabric of the mattress is lightly stained, wipe gently with stain remover and dry with hair dryer.

Figure 2



Figure 3



10 | MOVING AND STORING

- a. Move by lifting the mattress up from the ground. Avoid knocking into other objects.
- b. Do not stack more than 12 mattresses together. Keep the stacking neat and aligned so to evenly distribute the pressure.
- c. Store mattresses in dry and well-ventilated areas. To avoid damage from the sun and humidity, do not store outdoors.

11 | UNPACKING INSTRUCTIONS

- a. Unpack the mattress immediately upon delivery and keep it in a well-ventilated area.
- b. Wipe the external packaging with a dry cloth before unpacking.
- c. Avoid damaging the mattress cover fabric by carefully cutting the packaging straps, paper lining, or PE sheets with a knife or a pair of scissors.

ATTENTION

- Do not use cleaning fluids on your mattress. These chemicals may damage some of the materials.
- Do not allow your mattress get wet. Any liquids, water or other fluids may damage upholstery causing materials to compress. We recommend that you protect your mattress from water and other liquids with a water proof mattress pad.



12 | AFTER-SALES SERVICE

Should the mattress found to be damaged, our Guarantee service process is as listed below:

- a. Contact your dealer directly.
- b. Provide documentation on the date of purchase, i.e. the Guarantee card and receipt, or sales order number.
- c. Describe the damage found on the mattress or any problems found.
- d. In the case that the local dealer is not able to resolve the matter, we will assign more professional personnel to attend to you.

IMPORTANT

HILKER reserves the right to refuse service and invalidate the warranty when the sleep set, even if defective, is in unsanitary condition (due to blood or bodily fluid stains or soiling, infestation or other abuse), when the sleep set has evidence of damage from liquid penetration, cleaning or the use of cleaning fluids, or whenever the product failure is caused by factors other than defective workmanship or materials. Allowing the sleep set to be in unsanitary condition may damage the product and invalidate the warranty. For health and safety of anyone who would be required to dispose of, or otherwise handle, the sleep set, HILKER may refuse to inspect such products to assess whether covered by the warranty, in which case, HILKER reserves the right to deny warranty coverage.

The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. Either of these situations may result in damage that will invalidate your warranty. HILKER reserves the right to deny warranty coverage if the sleep set exhibits stains or soiling of unknown origin or nature and it appears to HILKER, in good faith, that the sleep set may be in an unsanitary condition or may have been damaged by liquid penetration or other abuse.

Option 2: Post Registration

No. **00001**

Kindly complete the blank columns and mail this guarantee card today.

Name

Address

Telephone

Signature

Email

Model

Dealer's
Name &
Address

Size

Purchase
Date



REMINDER: This guarantee is only apply to mattresses sold and used within Malaysia.
For customers reside of Malaysia, please refer to the seller for any guarantee covered by them.





STAMP

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