

Noise from, Springs, Foundation, or Frame

If the bed is squeaking or creaking, it will be necessary to determine what is actually causing the noise. First, slide the mattress off the bed onto the floor, and check it for noise. Loud metal on metal squeaking inside the mattress is usually not correctable, and will require a warranty service exchange. If the mattress is not the source of the noise, place the foundation on the floor and check it for noise. If the noise is coming from the foundation, it may be correctable in our local service center. Mattress or foundations which have broken or protruding wires will require replacement or repair. Then check the frame or bed rails for squeak sources which can usually be corrected by oiling the pivot points or placing thin cardboard or fabric between overlapping bars. Please call our Service Coordinator for further recommendations or manufacturer service.

Sagging or Loss of Support

If the unit seems to be sagging, or slopes toward the center, start by checking for proper support from the floor up. If the unit is on a metal bed frame, check that it has at least five legs and a center cross support for Queen size, or at least six legs and a solid head-to-foot center rail down the middle for King size. For regular beds with wood or metal side rails, there should be at least four cross slats for full or Queen size sets plus at least 1 center leg, and five cross slats with a center rail and at least 2 support legs for a King size unit. Look across the bottom surface of the slats or foundation with weight on the bed, and confirm that it is level, and that all the support legs are vertical and the correct length. If improper support is the problem, let us know so the problem can be corrected. If the support system looks all right, remove the mattress from the foundation. Check the foundation to assure it is of the same age and quality as the mattress, and is uniformly firm and flat, particularly along the edges. Old style "box springs" that do not provide solid support are not suitable with today's higher flexibility mattresses, and should be replaced. Report any foundation problems on the Service Information Form. Then, place the mattress flat on the floor and see if the sagging problem still exists. As they wear out, most mattresses will show some normal sagging or loss of proper support. This normal wearing out is not covered by the manufacturer's warranty. **Failure to regularly rotate mattresses end-to-end (and from side to side if 2 sided), will reduce useable life by almost 50%.**

Surface Cushioning Impressions

If the mattress seems to have deeper than normal surface impressions in the sleep areas, we will need to determine whether it is the result of a spring system defect or breakdown, or just the normal amount of impression for that particular cushion layer composition. All but the hardest of mattresses will show some impressions in the area where the body normally lays. The extent of "Normal" compaction depends on the specific composition of the cushioning layers in each mattress, particularly the amount of fiber cushioning, which adds surface comfort, breathe-ability, conformability and some vertical support for "side sleepers", but unfortunately also packs down with use. The cushioning fiber layer will try to conform to the body's profile, just like a pillow does, but it is harder to fluff back up. Generally, the thicker and more luxurious the mattress, the deeper this comfort-conformability impression will be, particularly with pillow top units, it is usually from ½" to 2" deep.

Determine whether an impression is the normal cushion compaction, or may be a premature spring breakdown or a defect. Place a straight edge (such as a yardstick or a broom handle) across the area of the cushioning impression. Then, use a ruler or measuring tape to measure the depth of the impression, without applying any added pressure. Please be sure to measure in the center of the quilting area, not in the pulled down area by the stitching. If you have a digital camera, you might also photograph the impression measurement and email it to service@blackledgefurniture.com so we can forward it to the manufacturer. Report this height difference on the inspection report. If the mattress is relatively new, it should be about 1/2"– 1' in sleeping areas. On older and less firm mattresses, the normal spring wear in the sleeping areas will result in some firmness and height difference (3/4"-2"). With a king size mattress, you should avoid comparing the harder, slightly raised area down the center of the mattress, which is abnormally firm because it is less used and the inside edge supports on the dual foundations are together. Noticeably irregular loss of firmness should be reported.

Covering and Tailoring Problems

If the problem is with the edge tape stitching, we can normally re-sew it for the manufacturer in the home. If major, call our service coordinator for alternatives. Decorative quilt stitching will always have some loose ends at the edges of the mattress which can be cut off or just left in place, but should never be pulled out, since that may unravel the quilt pattern. Although the quilting serves no significant functional purpose, if you notice any significant quilting pull out, please call us so we can trim and lock the thread ends with a clear fabric adhesive.