

## **FAQs- Tommie Copper 11.5” Hybrid Znergy Mattress**

Q: What is Tommie Copper?

A: Tommie Copper® was founded in 2010 with the simple goal of helping people live comfortable, healthy, happy lives. We are constantly innovating to create new products and technologies.

Q: What is the mattress firmness level?

A: The Tommie Copper mattress is a medium firm feel. You will initially feel the plush quilt, convoluted foam and then feel the firm support from the Quantum Coil spring unit.

Q: Are there weight restrictions?

A: We recommend you check your current box spring, platform bed or adjustable bed for weight restrictions. The mattress must be properly supported.

Q: Do I need a box spring?

A: Your Tommie Copper mattress works on your old box spring, a platform bed or adjustable bed.

Q: Can the mattress be used on an adjustable bed?

A: Yes.

Q: Can the mattress be flipped?

A: No. The Tommie Copper mattress is a single sided hybrid construction requiring no flipping.

Q: How many coils in the mattress?

A: Twin 536, Twin XL 572, Full 681, Queen 789, King 975, Cal King 958

Q: What is the warranty?

A: 10 Year Limited Warranty

Q: How many people are recommended for set up?

A: We recommend two people. The California King size mattress weighs approximately 116 lbs. - 121 lbs. boxed.

Q: How much does my mattress weigh?

A: Twin mattress 70 lbs. - 75 lbs. boxed

Twin XL mattress 72 lbs. - 77 lbs. boxed

Full mattress 84 lbs. - 89 lbs. boxed

Queen mattress 97 lbs. - 102 lbs. boxed

King mattress 117 lbs. - 122 lbs. boxed

Cal King mattress 116 lbs. - 121 lbs. boxed

Q: How long does it take to adjust to my new mattress?

A: While everyone is different, it typically takes 2 weeks for your body to adjust to a new sleeping surface.

Q: Does this mattress require special sheets?

A: No.

Q: Installation Tips:

A: Upon delivery, you should position the mattress next to your old box spring, platform bed or adjustable bed while still in the shipping box. Remove from carton and position mattress on the installation surface. Carefully, use enclosed tool to activate the expansion and complete the process.

Q; How long does it take for me to get my mattress after it is ordered?

A: We ship via UPS. Most locations throughout the U.S. should deliver within 5-7 days.

Information provided by Mark Freeman- The Milette Group