

Caring for Your Cottonsafe® Natural Mattress

Simple care for a naturally better night's sleep

Thank you for choosing a Cottonsafe® Mattress.

Your mattress has been made using carefully selected materials to create a **comfortable, breathable and toxic-free sleep environment**, without unnecessary synthetic materials or chemical treatments.

Our mattress fibres are wonderfully breathable and resilient, but they do need a little care. Following these simple guidelines will help your mattress stay fresh, comfortable and supportive for many years.



Let Your Mattress Breathe

Natural fibres love fresh air.

When your mattress first arrives:

- Remove all packaging.
- Place your mattress on a suitable, well-ventilated bed base.
- If possible, leave the bed uncovered for several hours before adding your bedding.
- Avoid using air fresheners, perfumes or fragranced sprays to mask the natural smell.

A natural wool smell is completely normal

You may notice a distinctive **natural wool or lanolin smell**, particularly when your mattress is new.

This is completely normal and is a natural characteristic of genuine wool. Lanolin is the natural wax found in sheep's wool and contributes to the familiar scent of natural wool.

Because we don't mask our natural materials with strong artificial fragrances, this aroma can sometimes be particularly noticeable when your mattress is first unpacked.

There's nothing you need to do other than let your mattress breathe. The aroma will naturally become less noticeable with good ventilation and normal use.



Give Your Mattress the Right Support

Your mattress relies on the bed base beneath it for proper support.

A good-quality, suitable base helps to:

- Support the mattress correctly
- Distribute your weight evenly
- Maintain the mattress's shape
- Allow air to circulate underneath
- Reduce moisture build-up

If you have a slatted bed base, make sure the slats are strong, secure and correctly spaced for your mattress.

We don't recommend placing your mattress directly on the floor for extended periods, as restricted airflow can allow moisture to build up.



Protect Your Mattress

We strongly recommend using a **breathable, waterproof and washable mattress protector**.

A good protector helps protect your mattress from everyday moisture, perspiration, oils, spills and general wear.

Choose a breathable protector wherever possible and make sure it is **completely dry before putting it back on your mattress**.



Make Ventilation Part of Your Morning Routine

Your body naturally releases moisture while you sleep. Giving your mattress some time to breathe each morning is one of the easiest ways to keep it fresh.

When you get up:

1. Pull back your duvet and bedding.
2. Let the mattress breathe.
3. If possible, open a window to improve airflow.
4. Make the bed once the mattress has had an opportunity to air.

You don't need to leave the mattress uncovered all day. A little ventilation each morning can make a real difference, particularly in warmer or more humid bedrooms.



Keep Your Mattress Dry

Natural fibres can absorb moisture, which is part of what makes them breathable and comfortable. However, your mattress should not be allowed to remain damp for prolonged periods.

Try to protect it from:

- Spills
- Excessive perspiration
- Damp bedding
- Condensation
- High humidity
- Excessive moisture during cleaning

If your mattress does become wet, remove the bedding and allow it to dry thoroughly in a warm, well-ventilated environment.

Never cover or store your mattress while it is damp.

Cleaning Your Natural Mattress

Your mattress shouldn't need regular deep cleaning. Simple, gentle care is best.

For small marks or spills

- Remove your bedding and mattress protector.
- Gently blot the area with a clean, **dry cloth**.
- If necessary, use a very small amount of mild soap diluted with water.
- **Don't soak the mattress.**
- Blot rather than scrub.
- Allow the area to dry completely before covering the mattress again.

Bicarbonate of soda

Bicarbonate of soda can help **absorb surface moisture and neutralise natural odours** and can be useful when supporting the drying of a slightly damp area.

If an area becomes damp:

1. Blot away as much moisture as possible with a clean, dry towel.
2. Apply a light layer of dry bicarbonate of soda.
3. Leave for several hours, or preferably overnight, in a well-ventilated room.
4. Gently brush the bicarbonate of soda away with a dry cloth.
5. Continue to ventilate the mattress until it is completely dry.

Do not use bicarbonate of soda as a substitute for properly drying a significantly wet mattress.

Do not vacuum your Cottonsafe® mattress.

Vacuuming can dislodge the natural fibres and may cause damage to the internal construction.

Please Don't Soak Your Mattress

Natural mattress materials are not designed to be saturated with water.

Please avoid:

- Steam cleaning
- Carpet-cleaning machines
- Hose washing
- Pouring water directly onto the mattress
- Excessive wet cleaning
- Harsh cleaning products

Water can penetrate deep into the mattress and may be difficult to remove completely. Remaining moisture can damage natural fibres and create conditions where mould or mildew may develop.



Turn & Rotate Your Mattress

Regular rotation can help distribute normal wear and settlement more evenly.

Not every mattress is designed to be flipped.

Only turn your mattress over if it has been specifically designed and supplied as a double-sided mattress.

If you're unsure whether your mattress should be turned, please contact us before doing so.

Detailed information can be found in our Rotation & Turning Care Guide.



Protecting the Springs

Your mattress contains a carefully constructed spring system designed to provide support and comfort. A little care when using and moving your mattress will help protect the springs and the internal construction.

Please don't jump on the bed

Children should not jump on the mattress.

Jumping places concentrated and repeated pressure on the springs and internal components and can cause unnecessary wear or damage.

Your mattress is designed for sleeping and everyday use—not as a trampoline or play surface.

Always use two people when turning or moving your mattress

Natural mattresses can be heavy.

Always use two people when rotating, turning or moving your mattress.

When handling your mattress:

- Lift rather than drag wherever possible.
- Support it evenly from both sides.
- Avoid pulling on handles or fabric coverings.
- Take care around walls, bed frames and furniture.
- Avoid twisting or folding the mattress.

Don't bend your mattress beyond 45°

Never bend or fold your mattress beyond approximately 45 degrees.

Excessive bending can place unnecessary stress on the internal spring system and may affect the construction of the mattress.

When moving your mattress, keep it as flat and supported as possible. Don't force it around tight corners or through restricted spaces.

If you're unsure whether your mattress can safely be moved through a particular access route, please contact us before attempting to bend it.



Natural Settlement Is Part of Your Mattress

Natural materials are not static. Over time, wool, cotton, natural latex and other fibres naturally respond to body weight, temperature, humidity and everyday use.

You may notice:

- Gentle body impressions
- Some compression of the natural fillings
- Changes in surface texture
- Small changes in firmness
- Slight changes in height
- Natural settling of the internal fibres

This is a normal characteristic of a natural mattress.

Regular turning and rotation, can help distribute normal wear more evenly.



A Little Extra Care for Pets

Natural mattress fabrics are durable, but sharp claws can still damage the outer fabric.

If your pet sleeps on the bed, we recommend using a suitable washable protective layer and preventing scratching or digging on the mattress.



Keep Your Mattress Chemical-Free

One of the reasons people choose a natural mattress is to enjoy a simple, breathable sleep environment.

Please avoid spraying your mattress with:

- Air fresheners
- Perfume
- Fabric fresheners
- Essential oil sprays
- Disinfectants
- Bleach
- Insecticides
- Other household chemicals

Even products described as "natural" can contain concentrated ingredients that aren't suitable for direct application to mattress materials.

For freshness, fresh air is best.



Protect from Heat & Sun

Natural materials benefit from ventilation, but excessive heat can damage some mattress components.

Please avoid:

- Placing your mattress directly against a radiator
- Using heaters to dry the mattress
- Using a hairdryer directly on the mattress
- Prolonged exposure to intense direct sunlight

If you choose to air your mattress outdoors, protect it from rain, damp conditions and excessive exposure.



Create a Healthy Bedroom Environment

Looking after the room around your mattress is just as important.

Where possible:

- Keep your bedroom well ventilated.
- Avoid excessive humidity.
- Wash bedding regularly.
- Keep the mattress away from damp floors.
- Use a breathable mattress protector.
- Make sure bedding is completely dry.
- Allow air to circulate underneath the bed.
- Regularly vacuum under and around your bed.

These simple habits will help keep your mattress and bedroom feeling fresh and comfortable.



Moving & Storing Your Mattress

Natural mattresses can be heavier than conventional mattresses because of their natural fibres and layered construction.

When moving

Always ask another person to help.

- Lift rather than drag.
- Use handles only as intended.
- Keep the mattress supported.
- Avoid sharp bends and folds.
- Protect it from rain and damp conditions.

Do not use mattress handles to carry the full weight unless they have specifically been designed for this purpose.

If storing your mattress

Make sure it is:

- Completely dry
- Stored somewhere dry and well ventilated
- Raised away from damp floors
- Protected from excessive pressure or heavy objects

Never store a mattress while it is damp.



Your Simple Mattress Care Checklist

Air it. Pull back your bedding and give your mattress some time to breathe.

Protect it. Check your mattress protector and make sure it is clean and completely dry.

Rotate it. Rotate and turn it regularly to help distribute normal wear.

Always

Keep it dry. Handle it carefully. Don't jump on it. Don't bend it. And let the natural materials breathe.

Our Most Important Advice

Keep your mattress dry, well ventilated and free from unnecessary chemicals.

Natural materials are designed to breathe. With a suitable bed base, a breathable protector, regular ventilation and sensible handling, your Cottonsafe® mattress can provide years of natural comfort and support.

Give it some fresh air and let nature do the rest.