

Koala Plus Mattress



Scan the QR code
to watch the unboxing video

If you received 2 boxes, please skip to page 2.

If you received 1 box, continue reading from this page:

Unboxing your Koala mattress is really simple!

Just follow the 4 steps shown here and get ready to snooze.

- 1 Remove the mattress from the box. We suggest opening the mattress in a well ventilated space.
- 2 Tear open the heat seal and begin to unroll the mattress. Remove the first layer of plastic.
- 3 Once the mattress has unrolled, tear along the heat sealed strip to open the bag*.
- 4 Slide the mattress out of the bag and place on your bed frame. Voilà!

**Please keep the bag in the event of a return*

Allow 72 hours

For your mattress to fully settle and firm up. Ensuring your space is well ventilated will help the mattress scent to dissipate. However, you can sleep on your mattress right away.

Rotate fortnightly

Rotate your mattress fortnightly during the first three months. There is no need to flip it.

On the move

Don't try to roll me if you are moving, carry me on my side with the help of a friend.





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If you received 2 boxes, continue reading below:

- 1 Open the Base Layer box first. Remove the mattress base from the box. We suggest opening the mattress in a well ventilated space.
- 2 Tear open the heat seal and begin to unroll the mattress. Remove the first layer of plastic.
- 3 Once the mattress has unrolled, tear along the heat sealed strip to open the bag*.
- 4 Slide the mattress base out of the bag and place on your bed frame. Zipper head should sit front and centre.
- 5 Repeat steps 1-4 with the Comfort Layer and Topper in box 2.
- 6 Place the comfort layer on top of the mattress base with your firmness preference face up. We recommend trying the medium-firm side first.
- 7 Place the topper on the comfort layer, with the seasonal label at the foot of the bed. Ensure your seasonal preference is face up. Zip the topper to the base of the mattress. Voilà!

We recommend you spend at least 7 nights sleeping on your new mattress. Just like a new pair of shoes, it may take a few days to feel just right!

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Getting ready to use your mattress

After you've removed your mattress from the protective packaging it's a good idea to give it some time to breathe before dressing it up in your favourite linens.

Unbox your mattress in a well-ventilated room (with a window open, and perhaps a fan if you have it) to help air out the compressed foam. This will give your mattress some time to start to fully decompress and allow the new mattress scent to dissipate.

Most of the time the foam in the mattress will be recovered enough to use within the first few hours of opening although it can take a little longer for foams to fully recover to their natural state.

During this period the mattress may continue to expand in all directions and will continue to become more responsive.

Should my new Koala mattress smell?

Like many new products (new car smell anyone?), mattresses that come in a box have a scent which generally dissipates quickly after unboxing and removing packaging, though it can sometimes take up to a week or more to fully disappear.

If you notice a scent, rest assured that Koala mattress foam is made without formaldehyde, are low VOC (Volatile Organic Compounds), and meet CertiPUR-US® standards for content, emissions, and durability, and are analysed by independent, accredited testing laboratories.

Allowing the mattress to breathe in a well-ventilated space (like open windows, ceiling fan, door open) or vacuuming the mattress on a low setting helps draw out and remove this scent. We know this isn't always practical (especially in winter!), so if you don't, just be prepared for the scent to seem stronger or linger for a while longer.

Caring for your mattress

Regular maintenance of your mattress will help it look and perform its best for many years to come!

Koala mattresses are built using all new materials, and during the first few weeks of use the support and comfort layers will adapt and conform to your unique shape and size and sleeping positions. To help ensure a more even amount of wear across your mattress we strongly recommend that it is rotated 180 degrees at least fortnightly during the first three months of use. After this, it is good practice to continue to rotate the mattress at least every three months.

We also recommend as part of a good maintenance routine to vacuum your mattress regularly on a low setting to help freshen the fabric and remove dust and other small debris. Remove any spills or stains as soon as possible, and make sure to keep your mattress dry as excessive moisture can impact the foams long term performance. A mattress protector can be used to help keep your mattress dry and looking great while keeping out dust mites or other creepy crawlies!

Ready to move?

When it comes time to move, we recommend that the mattresses are carried from underneath with someone to assist you. While our mattresses are rolled and compressed using specialised equipment, you shouldn't try this one at home! Recompressing or keeping the mattress bent may damage the foam and impact its future performance and comfort.

If you're putting the mattress into long-term storage, make sure it's wrapped or otherwise protected, and it is best to lay the product flat rather than on its side.

If you need a hand phone us on 1800 575 337 (1800 KSLEEP)

