

Step 1

Remove the pillow from the box and carefully tear open the plastic bag. Avoid using sharp objects to open the bag, as the contents may become damaged.

Step 2

Allow the pillow to unroll.

Step 3

Once the pillow is unrolled, allow time to decompress – then it's ready to go!

*Please note: it may take up to 48 hours to fully decompress, but it can be slept on straight away.

Step 4

Once the pillow is fully decompressed, you might need to adjust the cover so each corner sits just right.

Step 5

The outer cover is machine washable if any nighttime 'accidents' happen.

You'll find the care label located inside of the cover near the zipper.

Getting ready to use your pillow

After you've removed your pillow from the protective packaging it's a good idea to give it some time to breathe before dressing it up your favourite linens. This allows the pillow to begin fully decompressing and helps the new pillow scent dissipate. There may be a "new car" scent when you first take your pillow out of the packaging. This is normal and should dissipate quickly after unboxing. Allowing the pillow to breathe in a well-ventilated space or vacuuming it on a low setting can also help draw out and remove the scent. While some may find this scent unpleasant, rest assured that Koala pillow foams are made without formaldehyde, are low in VOCs (Volatile Organic Compounds), and meet CertiPUR-US® standards for content, emissions, and durability. These standards are verified by independent, accredited testing laboratories.

Caring for your pillow

Regular maintenance will help your pillow look and perform its best for many years to come! During the first few weeks of use, the foam will adapt and conform to your Joey's unique shape, size, and sleeping positions. As part of a good maintenance routine, we recommend vacuuming your pillow regularly on a low setting to freshen the fabric and remove dust and other small debris. Remove any spills or stains by washing the zip-off cover and wiping the base fabric clean as soon as possible. Make sure to keep your pillow dry, as excessive moisture can impact the foam's long-term performance. Using a pillow protector can help keep your pillow dry, clean, and free from dust mites or other creepy crawlies!

Can I wash the pillow cover?

The pillow comes with a handy removable cover, that can simply be unzipped along the side of the pillow and popped in your washing machine. You can wash the cover in your machine on a cold cycle with a mild detergent, then line dry in the shade. Please don't use any bleach, and do not tumble dry, iron, or dry clean the cover.

Ensure the pillow cover is completely dry before refitting. Do not remove or wash the permanent cover. Instead, you can wipe down with a damp cloth. While the cover is in the wash, it's still perfectly fine to fit a pillow protector

Need a hand?

Give us a call on 1800 575 337 (1800 KSLEEP)