

AirString® Mattress - 10-Year Limited Manufacturer's Warranty

Spec-Tex Inc. proudly warrants all AirString® institutional mattresses with a ten (10) year limited manufacturer's warranty against defects in materials, workmanship, and performance-related degradation.

This 10-year warranty is the core promise of the AirString® mattress system and reflects our confidence in the long-term durability of the product under normal correctional use.

PERFORMANCE WARRANTY – CORE PROMISE

For the full ten (10) year warranty period, Spec-Tex warrants the following:

- A 3-inch AirString® mattress will not permanently lose more than 10% of its original height in any area of the mattress due to normal use.
- A 4-inch AirString® mattress, with or without an integrated pillow, will not permanently lose more than 10% of its original height in any area of the mattress due to normal use.

If at any time during the 10-year warranty period an AirString® mattress degrades, collapses, or permanently flattens beyond 10% of its original thickness in any primary area of use or any area measuring one square foot (12" x 12") without abuse or intentional damage, Spec-Tex Inc. will replace the mattress at no cost to the customer.

WHAT IS COVERED: This warranty covers premature or abnormal loss of mattress height, permanent compression or degradation of the AirString® core, and performance failure not attributable to misuse, abuse, or intentional damage.

WHAT VOIDS THE WARRANTY: This warranty does not apply to damage resulting from misuse, abuse, or intentional acts, including rips, tears, punctures, burns, vandalism, or intentional damage to the AirString® core. Damage caused by failure to follow recommended cleaning and maintenance procedures also voids the warranty.

CLEANING AND MAINTENANCE (Required for Warranty Validity): Suggested disinfectants include quaternary cleaners, phenolic cleaners, chlorinated bleach solution (5.25% bleach diluted 1:10 with water), 70% isopropyl alcohol, and accelerated hydrogen peroxide.

GENERAL CONDITIONS

This warranty applies only to the original purchaser and to AirString® mattresses used in institutional or correctional environments under normal operating conditions. Spec-Tex Inc. reserves the right to inspect any mattress submitted for warranty consideration to confirm eligibility.

Sincerely,



Josh Faizzadeh VP Sales Spec-Tex Inc.