

Helix Dawn Luxe

Helix Dawn Luxe Mattress User Manual

Model: Dawn Luxe | Brand: Helix

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1. PRODUCT OVERVIEW

The Helix Dawn Luxe Mattress is a premium hybrid mattress designed to provide optimal comfort and support. It features a combination of individually wrapped steel coils and multiple foam layers, topped with a quilted pillow top. This model, the Dawn Luxe, is specifically engineered for individuals who prefer a firm feel and is well-suited for back and stomach sleepers.



Figure 1: The Helix Dawn Luxe Mattress in a bedroom setting.

Key features include a premium quilted pillow top for enhanced comfort, seven distinct foam layers for tailored pressure relief, targeted zoned lumbar support for spinal alignment, and full perimeter edge support for structural stability. The mattress also incorporates hundreds of individually wrapped steel coils for responsive support and reduced motion transfer.

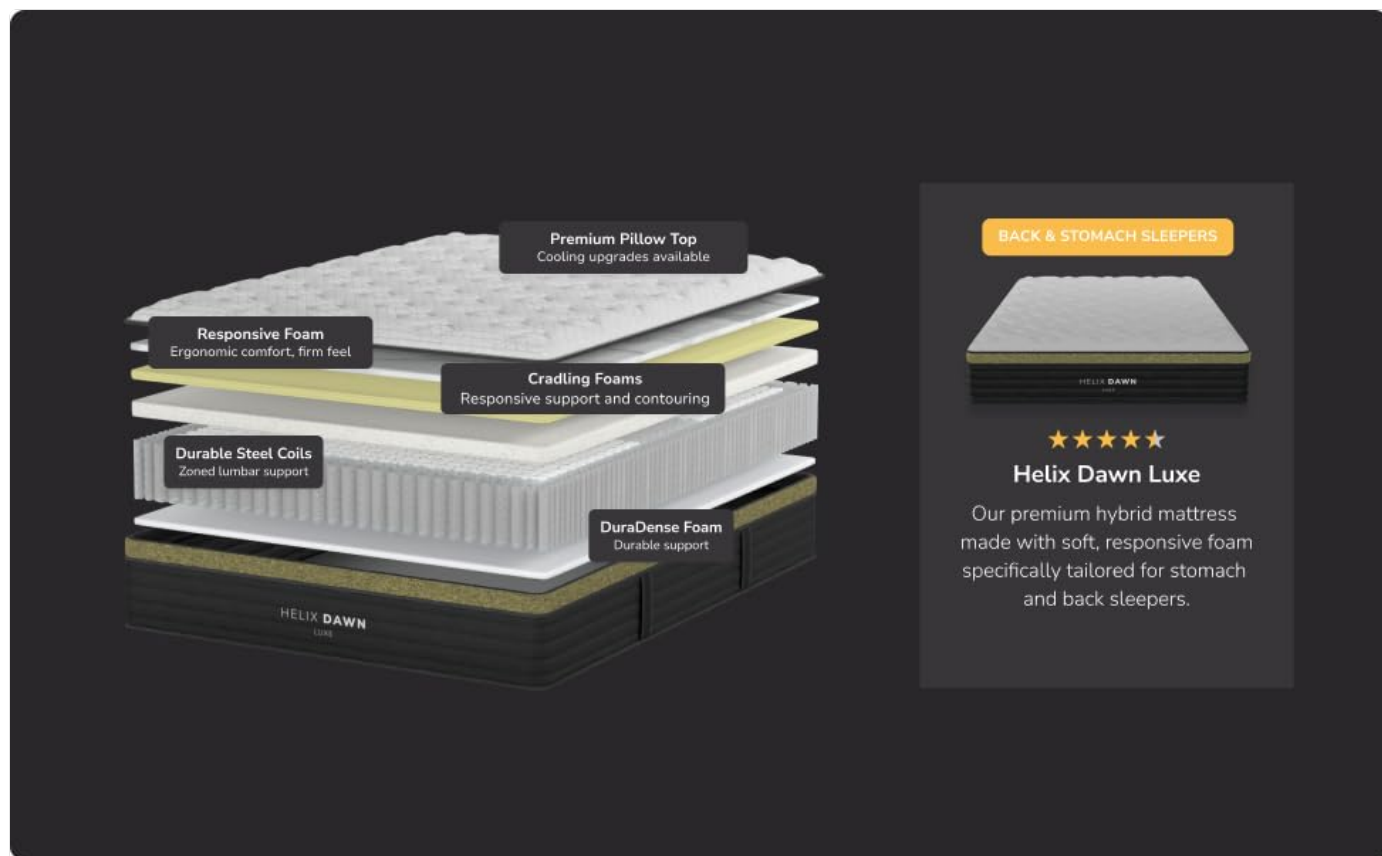


Figure 2: Detailed illustration of the Helix Dawn Luxe Mattress's internal layers, highlighting the premium pillow top, responsive foam, cradling foams, durable steel coils, and DuraDense foam.

2. SETUP INSTRUCTIONS

Your Helix Dawn Luxe Mattress is delivered compressed and rolled in a box for convenient shipping. Follow these steps for proper setup:

1. **Unpack the Box:** Carefully remove the rolled mattress from its shipping box.
2. **Position the Mattress:** Place the rolled mattress on your desired bed frame or foundation. Ensure the foundation is sturdy and provides adequate support for a hybrid mattress.
3. **Remove Outer Plastic:** Cut and remove the outer plastic wrapping. Be careful not to cut the mattress fabric.
4. **Unroll the Mattress:** Unroll the compressed mattress onto the foundation.
5. **Remove Inner Plastic:** Carefully cut and remove the inner plastic layer. The mattress will begin to expand immediately.
6. **Allow for Expansion:** Allow the mattress to fully expand for 24-72 hours. While it will be ready for use within a few hours, full expansion ensures optimal comfort and support. Some off-gassing odor may be present initially; this is normal and will dissipate.

3. PROPER USAGE

To maximize the lifespan and performance of your Helix Dawn Luxe Mattress, consider the following usage guidelines:

- **Recommended Foundations:** Use your Helix mattress on a solid, flat surface such as a platform bed, slatted bed frame (with slats no more than 5 inches apart), or a box spring in good condition. Using an improper foundation may void your warranty.
- **Sleeping Positions:** The Dawn Luxe model is designed with a firm feel, making it ideal for back and stomach sleepers who require robust support to maintain spinal alignment.
- **Edge Support:** The mattress features full perimeter edge support, allowing you to comfortably sit or sleep near the edges without feeling like you will roll off.
- **Cooling Technology:** If your mattress includes the GlacioTex Cooling cover, it is designed to help regulate temperature and provide a cooler sleep surface.

4. CARE AND MAINTENANCE

Proper care will help maintain the quality and longevity of your mattress:

- **Spot Cleaning:** For spills or stains, spot clean immediately using a mild detergent and a damp cloth. Avoid saturating the mattress. Blot the area gently and allow it to air dry completely before covering.
- **Do Not Machine Wash:** The mattress cover is not removable or machine washable.
- **Protect Your Mattress:** We recommend using a mattress protector to guard against spills, stains, and allergens.
- **Rotation:** Rotate your mattress 180 degrees every 3-6 months to promote even wear and extend its lifespan. This is especially important during the first year of use.
- **Avoid Jumping:** Do not jump on the mattress, as this can damage the internal components and void the warranty.

5. TROUBLESHOOTING

If you encounter any issues with your Helix Dawn Luxe Mattress, refer to the common concerns below:

Problem	Possible Cause	Solution
Initial Odor (Off-gassing)	New mattress materials releasing harmless volatile organic compounds (VOCs).	Allow the mattress to air out in a well-ventilated room for 24-72 hours. The odor will dissipate naturally.
Mattress Not Fully Expanding	Insufficient time for expansion after unboxing.	Ensure the mattress has had 72 hours to fully expand. Temperature can affect expansion time; warmer rooms may speed up the process.
Perceived Firmness Difference	Adjustment period to a new mattress; personal preference.	It can take up to 30 days for your body to adjust to a new mattress. Utilize the 100-night sleep trial to determine if the firmness is right for you.

Problem	Possible Cause	Solution
Squeaking Noises	Often due to the bed frame or foundation, not the mattress itself.	Check your bed frame and foundation for loose connections or worn parts. Ensure all bolts are tightened.

If these solutions do not resolve your issue, please contact Helix customer support for further assistance.

6. PRODUCT SPECIFICATIONS

Feature	Description
Model Name	Dawn Luxe
Size	Queen (80"L x 60"W x 13.5"Th)
Firmness Level	Firm (Ideal for Back & Stomach Sleepers)
Mattress Type	Hybrid (Coils and Foam)
Number of Layers	7 Select Foam Layers
Coil Type	Individually Wrapped Pocketed Coils
Top Style	Euro Top (Premium Quilted Pillow Top)
Cover Material	Polyester Blend (Optional GlacioTex Cooling Cover available)
Special Features	Targeted Zoned Lumbar Support, Full Perimeter Edge Support, Fiberglass-Free Design, Mattress in a Box
Color	White and Black
Manufacturer	3Z Brands
Assembly Location	Assembled in Arizona, USA

Firm, Premium Foams



Figure 3: Firmness rating for the Helix Dawn Luxe Mattress, indicating a firm feel.

Choose Between Our Pillow Top Options



TENCEL™

Breathable feel with premium plush comfort.



GlacioTex Cooling

Cool to the touch fabric with premium plush comfort.

Figure 4: Visual comparison of the Tencel and GlacioTex Cooling pillow top options available for Helix Luxe mattresses.

7. WARRANTY AND SUPPORT

Helix stands behind the quality of its mattresses. Your Helix Dawn Luxe Mattress comes with a comprehensive warranty and a sleep trial period.

- **100-Night Sleep Trial:** Experience your new Helix mattress in the comfort of your home. If you are not completely satisfied within the first 100 nights, please contact Helix for return or exchange options.
- **Warranty Information:** For detailed information regarding the specific warranty coverage for your Helix Dawn Luxe Mattress, including terms and conditions, please refer to the warranty card included with your purchase or visit the official Helix website.
- **Customer Support:** For any questions, concerns, or assistance with your mattress, please contact Helix customer

support. You can find contact information on the [Helix Store on Amazon](#) or through the official Helix website.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question