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## Westin Heavenly Bed

# Westin Heavenly Bed Queen Size with Low Profile Box Spring Instruction Manual

Model: Heavenly Bed

## INTRODUCTION

This instruction manual provides essential information for the setup, proper use, maintenance, and troubleshooting of your Westin Heavenly Bed Queen Size with Low Profile Box Spring. Please read this manual thoroughly before installation and use to ensure optimal performance and longevity of your product.

The Westin Heavenly Bed is designed to provide a comfortable sleep experience, featuring a combination of pocket coils and foam layers. This specific model includes a Queen size mattress and a matching low-profile box spring.

## SETUP INSTRUCTIONS

Proper setup is crucial for the performance and durability of your Westin Heavenly Bed. Follow these steps carefully:

- 1. Unpacking:** Carefully remove all packaging materials from both the mattress and the low-profile box spring. Avoid using sharp objects that could damage the fabric.
- 2. Placement of Box Spring:** Position the low-profile box spring on a sturdy, level bed frame. Ensure the bed frame provides adequate central support to prevent sagging. The box spring dimensions are 60"W x 80"L x 5.5"H.
- 3. Placing the Mattress:** Gently lift and place the Queen size mattress directly on top of the low-profile box spring. Align the edges of the mattress with the box spring. The mattress dimensions are 60"W x 80"L x 13.25"H.
- 4. Initial Ventilation:** Allow the mattress to air out in a well-ventilated room for a few hours after unpacking to dissipate any new product odors.



*Image: Westin Heavenly Bed Queen size mattress and low profile box spring on a bed frame, with bedding and pillows stacked neatly. This image illustrates the complete bed setup.*

## PROPER USE AND OPERATION

To maximize the lifespan and comfort of your Westin Heavenly Bed, adhere to the following guidelines:

- **Even Weight Distribution:** Avoid concentrating weight on specific areas for extended periods. Distribute your weight evenly across the mattress surface.
- **Mattress Rotation:** Rotate your mattress 180 degrees (head to foot) every 3-6 months. This helps to equalize wear and prolong the mattress's life. This mattress is not designed to be flipped.
- **Support:** Always use the mattress with a supportive bed frame and the provided low-profile box spring. Using the mattress without proper support can void the warranty and lead to premature wear.
- **Avoid Jumping:** Do not jump on the mattress, as this can damage the internal components and compromise its structural integrity.



*Image: A fully made Westin Heavenly Bed with white bedding and pillows, set in a bedroom with two nightstands and lamps. This image shows the bed in a typical use environment.*

## CARE AND MAINTENANCE

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Regular care will help maintain the quality and hygiene of your Westin Heavenly Bed:

- **Mattress Protector:** It is highly recommended to use a high-quality, breathable mattress protector to shield against spills, stains, and allergens.
- **Cleaning:**
  - For minor spills, blot immediately with a clean, dry cloth. Do not rub.
  - For stains, use a mild soap solution and a damp cloth. Apply sparingly and blot dry. Avoid saturating the mattress.
  - Vacuum the mattress surface periodically using an upholstery attachment to remove dust and debris.
  - **Important:** The mattress itself is not designed for dry cleaning. The "Dry Clean Only" instruction in some product descriptions typically refers to removable covers or bedding, not the mattress core. Do not attempt to dry clean the mattress.
- **Ventilation:** Periodically remove bedding to allow the mattress to air out, especially in humid environments.
- **Avoid Harsh Chemicals:** Do not use harsh cleaning agents, bleach, or chemical spot removers, as these can

damage the mattress materials.



*Image: Close-up view of the quilted top surface of the Westin Heavenly Bed mattress, showing the texture and stitching.  
This image highlights the mattress's surface design.*

## TROUBLESHOOTING

If you encounter any issues with your Westin Heavenly Bed, refer to the following common solutions:

Issue	Possible Cause / Solution
<b>New Mattress Odor:</b>	A new mattress may have a slight "new product" odor. This is normal and will dissipate over a few days with good ventilation. Ensure the room is well-aired.
<b>Perceived Firmness:</b>	Mattress firmness is subjective. The Westin Heavenly Bed is designed with a specific comfort profile. It may feel firmer initially compared to older mattresses or different models. Allow a break-in period of several weeks for your body to adjust and for the materials to settle. Ensure your bed frame and box spring provide adequate support.

Issue	Possible Cause / Solution
<b>Sagging or Indentations:</b>	Minor body impressions are normal over time. Ensure your bed frame and box spring are providing adequate, even support. Check for any damage to the bed frame or box spring. Regular mattress rotation (head to foot) can help minimize impressions.
<b>Noise:</b>	If you hear squeaking or creaking, first check the bed frame for loose connections. Ensure the mattress is properly seated on the box spring and the box spring is stable on the frame.

## SPECIFICATIONS

Feature	Detail
<b>Brand</b>	Westin
<b>Model Name</b>	Heavenly Bed
<b>Size</b>	Queen (60"W x 80"L)
<b>Mattress Height</b>	13.25 inches
<b>Box Spring Height</b>	5.5 inches (Low Profile)
<b>Included Components</b>	Mattress, Low Profile Box Spring
<b>Special Feature</b>	Reinforced, pocketed coil technology for even support; Temperature-regulating gel-infused foam layers; High-tech silver fibers.
<b>Color</b>	White
<b>Box Spring Frame Material</b>	Wood
<b>Manufacturer</b>	Westin



*Image: Close-up of the side of the Westin Heavenly Bed mattress, showing the 'Westin Heavenly Bed' label. This image identifies the product branding.*

## WARRANTY INFORMATION

The Westin Heavenly Bed Queen Size with Low Profile Box Spring is backed by a **10-year manufacturer warranty**. This warranty covers manufacturing defects in materials and workmanship under normal use and service. Please retain your proof of purchase for warranty claims.

For specific terms, conditions, and to initiate a warranty claim, please refer to the warranty documentation included with your purchase or contact Westin customer support.

## CUSTOMER SUPPORT

For further assistance, questions, or support regarding your Westin Heavenly Bed, please contact Westin customer service. You can also visit the official Westin store for additional product information and resources.

**Westin Store:** [Visit Westin Store on Amazon](#)

