

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

[manuals.plus](#) /

› [BedStory](#) /

› [BedStory Queen Size Hybrid Mattress User Manual](#)

BedStory MSP



BedStory Queen Size Hybrid Mattress User Manual

Model: MSP | Size: Queen, 12 Inch Firm

1. INTRODUCTION

Thank you for choosing the BedStory Queen Size Hybrid Mattress. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your new mattress to ensure a comfortable and restful sleep experience. Please read this manual thoroughly before use.

2. SETUP GUIDE

Your BedStory mattress is conveniently shipped rolled, compressed, and vacuum-sealed in a box. Follow these steps for easy setup:

1. **Unbox:** Carefully remove the mattress box from its packaging.
2. **Position:** Place the rolled mattress on your desired bed frame, box spring, wood foundation, or even directly on the floor.
3. **Unroll:** Carefully cut open the outer plastic wrapping. The mattress will begin to unroll.
4. **Expand:** Once unrolled, carefully cut and remove the inner vacuum-sealed plastic. The mattress will immediately begin to expand.
5. **Full Expansion:** Allow **48-72 hours** for the mattress to fully expand and reach its intended firmness and size. While it inflates quickly, this time ensures optimal performance.



Image: Visual guide for unboxing, unrolling, and allowing the mattress to expand.

The mattress features convenient straps on the sides to assist with carrying and positioning once unboxed.



Image: Close-up of the mattress side showing the integrated carrying straps.

3. OPERATING YOUR MATTRESS

The BedStory Hybrid Mattress is engineered for optimal comfort and support, adapting to various sleeping preferences.

3.1. Key Features

- **Cooling Gel Memory Foam:** Designed to dissipate excess heat, promoting air circulation and maintaining a comfortable sleep temperature.
- **Zonal Support System:** Ergonomically designed to provide differentiated support to key areas such as shoulders, waist, and hips, ensuring natural spinal alignment.
- **Independent Pocket Springs:** Each spring operates independently, minimizing motion transfer for undisturbed sleep, even with a partner.
- **Enhanced Edge Support:** Features thicker springs around the perimeter to prevent sagging and provide a stable sleeping surface from edge to edge.
- **Firmness:** This 12-inch Queen mattress offers a firm feel, providing robust support without sacrificing comfort.

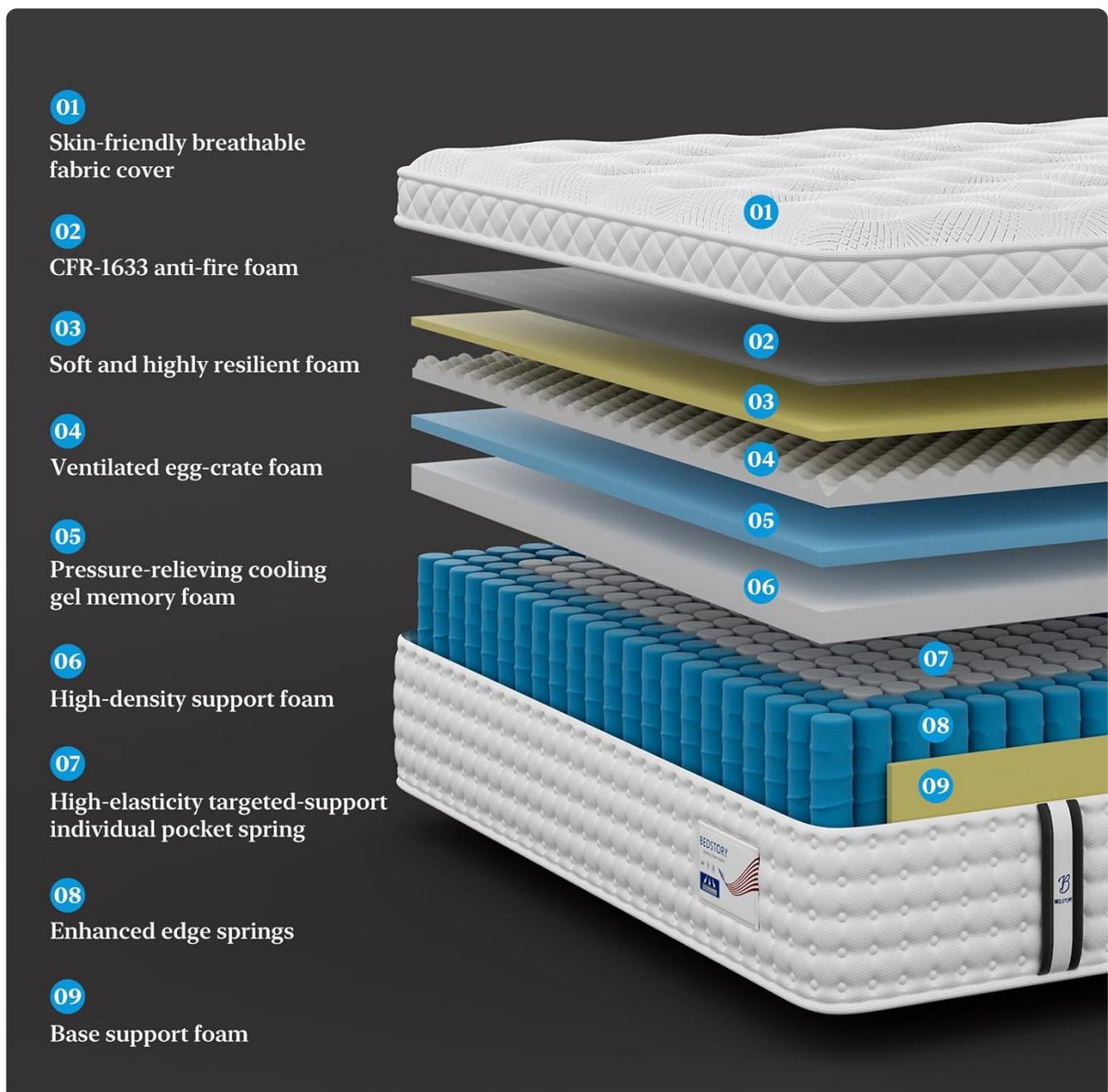


Image: Detailed diagram illustrating the various layers of the hybrid mattress, including breathable fabric, anti-fire foam, resilient foam, egg-crate foam, cooling gel memory foam, high-density support foam, individual pocket springs, enhanced edge springs, and base support foam.

Ideal Combination of Comfort and Support

Whether you are a stomach sleeper with hip pressure or a side sleeper with should tension, BedStory mattress targets key areas to maintain natural spine alignment.



Image: Illustration demonstrating how the mattress supports natural spine alignment for back, side, and stomach sleepers.

4. MAINTENANCE AND CARE

Proper care will extend the life and performance of your BedStory mattress.

- **Rotation:** Rotate your mattress 180 degrees every 3-6 months to ensure even wear and prolong its lifespan. This mattress can be rotated but not flipped, as the bottom layer is designed for foundational support.
- **Cleaning:** Spot clean any spills immediately with a mild detergent and a damp cloth. Avoid saturating the mattress. Allow to air dry completely before replacing bedding.
- **Protection:** Use a mattress protector to shield against spills, stains, and allergens.
- **Ventilation:** Ensure good air circulation around the mattress. If possible, occasionally remove bedding to allow the mattress to breathe.
- **Support:** Use a sturdy and appropriate bed base that provides adequate support across the entire mattress surface.

The mattress is CertiPUR-US and OEKOTEX certified, ensuring it is made without harmful substances like ozone depleters, mercury, lead, formaldehyde, and phthalates, and is fiberglass-free.

All memory foam and high-density foam are certified and tested by CertiPUR-US to ensure that the products are safe and healthy to your body



Image: Certifications displayed on the mattress, indicating safety and quality standards.

5. TROUBLESHOOTING

- **Mattress Not Fully Expanded:** While the mattress inflates quickly, full expansion can take 48-72 hours. Ensure it has enough time in a well-ventilated room. Cooler temperatures may slightly extend expansion time.
- **Initial Odor:** A new mattress may have a slight "new product" odor upon unboxing. This is normal and harmless. Allow the mattress to air out in a well-ventilated room for a few days.
- **Perceived Firmness:** Sleeping preferences vary. If the mattress feels too firm initially, allow your body a few weeks to adjust. The mattress is designed to provide firm support.
- **Motion Transfer:** The independent pocket springs are designed to minimize motion transfer. If you experience significant motion transfer, ensure the mattress is on a stable, flat surface and not an uneven or old foundation.
- **Damaged Upon Arrival:** If your mattress arrives with stains or damage, please contact customer support immediately with photographic evidence.

6. SPECIFICATIONS

Attribute	Detail
Brand	BedStory
Model Number	MSP
Size	Queen
Product Dimensions	80"L x 60"W x 12"Th (203.2 cm L x 152.4 cm W x 30.48 cm Th)
Item Weight	85 pounds (38.56 kg)
Top Style	Euro Top
Cover Material	Polyester
Number of Layers	3.0
Fill Material	Gel Memory Foam, High Density Foam, Memory Foam
Weight Limit	600 Pounds (272.16 kg)
Special Features	Breathable, Cooling, Hybrid Construction, Low Motion Transfer, Pressure Relief, Fiberglass Free
Color	White

7. WARRANTY AND SUPPORT

- **Forever Warranty Guarantee:** Your BedStory hybrid mattress is backed by a Forever warranty, ensuring restful sleep for years to come. This warranty covers deformation or discomfort within one year.
- **365 Nights Trial:** Experience your mattress with a 365-night trial period.
- **Customer Service:** For any questions, concerns, or support needs, please contact our dedicated customer support team. We are committed to addressing any issues to ensure your satisfaction.

For further assistance, please visit the [BedStory Store on Amazon](#).

© 2025 BedStory. All rights reserved.

This manual is for informational purposes only. Product specifications are subject to change without notice.