



## FREQUENTLY ASKED QUESTIONS

### GHOSTBED LUXE & ADJUSTABLE POWER BASE

*If you have questions regarding your GhostBed products, please call 1-855-855-4499 and ask for Costco Customer Service.*

## **GHOSTBED ADJUSTABLE POWER BASE**

### **WHAT TYPE OF MATTRESSES CAN BE USED ON THE GHOSTBED ADJUSTABLE POWER BASE BED FRAME?**

The best mattress would be either the GhostBed or the GhostBed Luxe mattress. Mattress types that work well with an adjustable power foundation are all memory foam and latex mattresses, and most innersprings. Memory Foam and Latex Mattresses are ideal for adjustable power foundations as they are flexible and highly adaptable to the base's positions and elevations. Some Innerspring mattresses may or may not be as flexible and will vary on pressure points and comfort based on their construction.

### **HOW CAN THE GHOSTBED POWER ADJUSTABLE BASE HAVE SO MANY FEATURES YET COST SO LITTLE?**

GhostBed is part of Nature's Sleep and has been in the bedding business for over 15 years. We have taken our years of experience and worldwide resources to design and develop a base that not only has all the features of high-end luxury base but can be delivered by FedEx. Just compare our base to bases that cost \$3000 even \$4000 and see for yourself. We cutout the middleman and all those crazy retail mark ups to bring you a better base at an insanely affordable price. And to give you peace of mind and confidence in our base, we offer you a limited lifetime warranty!

### **WILL THE ADJUSTABLE BASE WORK WITH MY EXISTING FURNITURE OR HEADBOARD?**

Absolutely, any place a regular foundation/boxspring fits, so does the GhostBed Adjustable Base. Even if you have a headboard and footboard with side rails and slats, our Adjustable base will slip right in place.

### **HOW MUCH ASSEMBLY IS REQUIRED?**

Your adjustable power base will arrive at your door pre-assembled with just a few additional steps. Simply un-box the folded frame on a flat floor upside down, slide the locking frame bolts to keep the mechanism in place and finally attach the legs and retainer bar. That's it! No tools, no worries, no problem.

### MY REMOTE LIGHTS UP BUT THE BASE IS NOT WORKING?

First, please check to make sure the base is plugged in properly to an outlet that is working. If it is an outlet that works on a switch, is the switch on? Test the outlet with an appliance you know is working like a hair dryer or phone charger. Second, make sure the batteries have been placed in the remote properly. Lastly, follow the instructions for reprogramming the remote.

### DO I STILL NEED A BED FRAME?

No, your GhostBed adjustable base has 6 legs which replace the need for a frame. The base is free standing and sits directly on the floor.

### IS THERE A WEIGHT LIMIT OR A LIFTING CAPACITY OF THE BASE?

Unlike most other Adjustable bases on the market today, the GhostBed Power Adjustable base can handle up to 750 lbs per base.

### WHY DO 2-TWIN XLS COME AS THE KING SIZE?

A single King size mattress traditionally had two boxsprings to make moving the bed easier. Having two Twin XL adjustable power base not only makes delivery and moving of bed easier, but also can be synced together to be used for one King mattress or used independently for a Split King bed.

- 1) Two bases equal twice the built-in power ports for charging USB devices
- 2) Two bases allow for each side to have individualized options, such as massage and zero gravity, instead of just single features in the middle
- 3) Two bases allow for an easier move, whether just around in the room or to a new home
- 4) Two bases give the option to work independently with two remotes, or easily sync for one remote to be used to position up and down as one large King bed
- 5) Two bases are perfect for fulfilling individualized needs for couples sharing a bed

### WHAT SIZES ARE AVAILABLE FOR THE ADJUSTABLE BASE?

Twin XL (38" x 80") Queen (60" x 80") King (76" x 80") – King Adjustable Base comes as 2-Twin XL's.

### WHAT IS THE WARRANTY ON THE ADJUSTABLE POWER BASE?

The Adjustable power base has a limited lifetime warranty. GhostBed will repair or replace any GhostBed adjustable power base from the original owner should it be defective due to faulty workmanship or structural defects at GhostBed's option and subject to the limitations and conditions described in this warranty.

For full details visit the [Adjustable Warranty page](#).

## **GHOSTBED LUXE**

### **WHAT ARE THE DIFFERENCES BETWEEN A GHOSTBED LUXE AND ORIGINAL GHOSTBED?**

Both the original GhostBed and the GhostBed Luxe are built in the USA and designed to give you optimal comfort and support. There are significant differences between the 2 mattresses. The GhostBed Luxe is made to be the coolest mattress in the world. The top fabric, GhostBed Ice, has a propriety Japanese formulation where cooling properties are woven into the actual fibers of the yard. The fabric feels cold to the touch and is felt instantly. The original GhostBed top fabric is a plush fiber blend without cooling properties. The Comfort layer on the GhostBed Luxe is a 2" 4lbs layer of Gel Memory Foam but has the GhostBed Blue Ice surface which contains the dramatic cooling technology. The original GhostBed comfort layer is aerated genuine latex but does not have the Blue Ice layer. The Support layer on the GhostBed Luxe is 2" of GhostBed Bounce proprietary foam. It is responsive like Latex, contouring like Memory Foam, yet resilient giving you a feel of floating. The original GhostBed's comfort layer is 2" of pressure relieving cool Gel Memory Foam. Both the GhostBed Luxe and the original GhostBed have a 7.5" high density Support Core.

### **WHAT MAKES IT THE COOLEST BED IN THE WORLD?**

The GhostBed Luxe is made Using State of the Art, Next Generation Cooling Technology. There are 2 different stages of cooling which work together to keep the sleeper cool all night long. Stage 1- The Ghost Ice Fabric provides Surface Cooling. Cooling properties are woven directly into the fibers of the yard using a proprietary formulation developed in Japan. The yarn is then loomed in the US creating the Ghost Ice Fabric. Cooling is felt instantly. The Ghost Ice Fabric absorbs heat released by the body and store that heat. This heat is neutralized through molecular changes keeping the sleeping surface cool and comfortable. Stage 2- The Ghost Ice Layer provides Core Cooling. Heat, given off by the natural body temperature of 98.6° typically will become trapped within the different layers of a mattress. This heat over time, will transfer back to the sleeper creating a warm, sometime hot, sleeping environment. Within the core of the GBL mattress is a layer of Ghost Ice on the surface of our Gel Memory Foam. This newest cooling Technology is made primarily of Phase Change material (PCM). As the night progresses the GHOST ICE layer literally absorb large amounts of heat preventing the core of the mattress from "heating up." This second stage of cooling keeps the mattress and the sleeper cool throughout the night.

### **ARE THE GHOSTBED MATTRESSES CHEMICAL FREE?**

We do not use any harmful chemicals in the production of the GhostBed Luxe and all materials used are CertiPur-US approved.

### **WHERE IS THE GHOSTBED LUXE MADE?**

The GhostBed is proudly made in America by Nature's Sleep using the finest quality materials for unmatched comfort and optimal health benefits.

#### **DOES THE GHOSTBED LUXE NEED TO BE FLIPPED?**

The GhostBed Luxe should never be flipped. The memory foam and Ghost Bounce layers are on the top side. To increase the longevity of the mattress, it is best to rotate the mattress 180 degree or head-to-toe every 6 months.

#### **WHAT ARE THE DIMENSIONS OF EACH SIZE BED?**

Twin XL: 38"W x 80"L x 13"H, 81 lbs  
Queen: 60"W x 80"L x 13"H, 122 lbs  
King: 76"W x 80"L x 13"H, 150 lbs  
Cal King: 72"W x 84"L x 13"H, 149 lbs

#### **IS THERE A WEIGHT LIMIT FOR THE GHOSTBED LUXE?**

When placed on a strong foundation, the GhostBed Luxe mattress can support an industry leading 750 lbs. For customers over 300 pounds we strongly recommend purchasing the King GhostBed Luxe and the companion King GhostBed Foundation.

#### **DOES THE GHOSTBED LUXE HAVE A BREAK-IN PERIOD?**

Once you open your GhostBed Luxe mattress from the sealed vac-pac packaging, it may take a few hours to a full day for it to fully expand, breathe and adjust to your room's temperature. You can sleep on it almost immediately. Remember, a new mattress is a big change for your body, so it may take a night or two to get used to it.

Keep in mind, in the colder winter months, the GhostBed Luxe may take up to 5 days to fully decompress. If it sat on a cold truck or in a cold warehouse, the temperature-sensitive materials will need plenty of time to take their natural form.

#### **HOW DOES THE GHOSTBED LUXE MATTRESS FEEL?**

On a scale of Plush to Firm, we rate the GhostBed Luxe as a 5.5 – 6.0 feel, achieving a perfect balance between firmness and a cooling soft feel. Comfort and support are accomplished through 7 different layers giving you a plush delicious feeling but still providing all the support that you need for terrific spinal health.

### WHAT IS THE WARRANTY ON THE GHOSTBED LUXE?

Your new GhostBed Luxe mattress is covered by an industry-leading 25-year warranty by Nature's Sleep, a company that has been in the sleep industry for more than 15 years. GhostBed, Inc. will repair or replace any GhostBed Luxe mattress from the original owner should it be defective due to faulty workmanship or structural defects, at our option and subject to the limitations and conditions described in this warranty.

For full details visit the [GhostBed Luxe Warranty page](#).