

6 February 2018

Notice to Customers regards Troll Polyester Staple Fibre Mattress sold with Troll Cots 2013-2017

This notice relates to mattress length and the small risk of entrapment that may result if a greater than 4cm gap exists between the mattress and cot end. This notice DOES NOT relate to mattress quality. Cots and correctly sized mattresses are not recalled. Only undersized mattresses are recalled.

Over 6000 mattresses have been sold in Australia and only 2 have been found to be non-compliant. Yet we are seeking your assistance to ascertain if there are any other mattresses in circulation that might be undersized.

This is an information notice and relates to the polyester staple fibre mattress provided by Troll furniture and distributed in Australia by Danish by Design Pty Ltd. The mattress is for the 140 x 70 European size 'cotbed', and has been sold in Australia with the Sun, Nicole, and Lucas cots over the last 4 years. The mattress itself will not measure 140 x 70, but this is a reference to the overall size of the cot for which it is intended.

The mattress is Oeko-TX 100 certified, and made from fibres derived from PET bottles, making the mattress breathable, fungus free and anti-dust mite, as well as having a low global footprint with the recycling of plastic drink bottles.

The AUS/NZ standard allows for up to a 4cm gap between the end of the cot and the mattress when the mattress is pushed fully to one end. If the gap between the mattress and the cot end exceeds 4cm it is no-compliant and may pose a risk to your child.

If you are in possession of a Nicole, Sun, or Lukas cot with Troll mattress please follow the instructions below, and if your mattress leaves a gap of more than 4cm when pushed all of the way to one end of the cot, then you should contact our customer service department, and the mattress will be replaced.

Firstly ascertain if your cot and mattress are one of the Troll Nicole, Sun, or Lukas cots. If so, follow the instructions below.

Measuring your mattress length:

1. Remove any sheets, mattress protectors, or other linen from the mattress. Leave the mattress in its cotton cover as it came when purchased.
2. Place the mattress into the cot preferably with the base in the upper or baby position.
3. Gently slide the mattress down to one end of the cot without deforming the mattress in any way.
4. At the other end of the mattress place a measuring tape with clearly defined number markings over the gap between the end of the mattress and the end of the cot.
5. Take note of the measurement.
 - a. If the measure is less than 4cm – your mattress is as it should be – there is nothing further to be done.
6. If the gap is 4cm or greater, place your camera directly over the measuring tape, photograph the gap with the measuring tape, and take a second photograph which shows the entire mattress in the cot, and forward these images to info@danishbydesign.com.au
 - a. You should stop using the mattress if the gap is measured as greater than 4cm, and your mattress will be replaced with a new one.
 - b. We require the following information with your email;
 - i. The photographs as described above
 - ii. Where you purchased the mattress
 - iii. The approximate age of the mattress
 - iv. Which cot you have; Nicole, Sun, Lukas
 - v. Your contact name, address where a replacement mattress can be delivered, mobile telephone number.

If you have any questions about this information or regarding the polyester stable fibre mattress sold with Troll cots, then you are welcome to contact us on 03 95880999, or email us on info@danishbydesign.com.au

Thank you for your co-operation

 **Danish***bydesign*
Quality enhances the beauty of living