



Frequently Asked Questions

Here are answers to the most common questions we receive. If you still need to reach us, send your question via email to info@certipur.us and we'll respond very quickly.

Q: What does it mean when a foam is CertiPUR-US® certified?

A: It means the foam in the bedding or upholstered furniture has been tested to meet CertiPUR-US® rigorous standards for emissions, content, performance and durability. Specifically, the foam is:

- Made without ozone depleters
- Made without PBDEs or the following Tris flame retardants: TCEP, TDBPP, TDCPP or TEPA
- Made without mercury, lead and heavy metals
- Made without formaldehyde
- Made without phthalates regulated by the Consumer Product Safety Commission
- Low VOC (Volatile Organic Compound) emissions for indoor air quality (less than 0.5 parts per million)

Q: I saw the CertiPUR-US® logo on display in a store, but I do not see this brand listed on your website. How do I know if it really contains certified foam?

A: We keep the listings on our website updated weekly. If the company you are buying from is promoting its participation in the CertiPUR-US® program and it is not listed on our site, please send specific information to info@certipur.us and we will follow-up. It could be that the company is misusing our logo and its products do not contain certified foam—in which case we will take swift legal action. More likely, the company is legitimately using certified foam, but hasn't taken the time to take the necessary steps to be registered with the program. That process includes our verifying they are purchasing foam from one or more of the foam producers who are part of the CertiPUR-US® program. A list of those companies meeting our requirements can be found at certipur.us/listings.

Q: A company on the Internet says you certify their mattresses but I do not see the company listed on your website. Are their mattresses certified?

A: We do not certify mattresses, product lines or companies. We only certify flexible polyurethane foam. Our certification is held by the manufacturer of the flexible polyure-



thane foam and use of our name or logo is conveyed to their customers who verify that they use CertiPUR-US® certified flexible polyurethane foam. Check to see if the company you are considering purchasing from is listed as a company that sells products containing CertiPUR-US® certified foam at certipur.us/directory.

Q: Whom do I contact about a problem with one of your mattresses?

A: We don't sell mattresses! The CertiPUR-US® program is a nonprofit organization that focuses on certification of flexible polyurethane foam contained in bedding and upholstered furniture to assure low emissions and high performance, among other things. For information concerning a bedding or upholstered furniture product you have purchased or a warranty, we recommend you contact the manufacturer or retailer directly.

Q: You certify foam to be "low" in emissions. I see ads that say "no" emissions. Isn't it better to have "no" emissions and "no" off gassing?

A: Unless you are talking about very clean stainless steel, there are few things on this planet that do not "off-gas" to some extent, including your own body! When you buy products made with CertiPUR-US® certified foam, you can

be confident that the flexible polyurethane foam inside has been rigorously tested by an accredited laboratory to meet specific criteria for content and indoor emissions. Certified foams are low VOC (Volatile Organic Compound) emissions for indoor quality (less than 0.5 parts per million). You can find the details in the complete **Technical Guidelines** available on our website.

Q: I am buying a mattress which contains CertiPUR-US® certified foam, but it was made outside the United States. Is it possible that it contains certified foam?

A: Yes. We currently have foam producers participating in the program and offering certified foams from the U.S. and countries all around the world. As long as the foam meets our rigorous certification and ongoing recertification requirements, it can carry our certification.

Q: Do companies that certify foams have to re-certify, or is it a one-time certification process?

A: Foam producers must go through the complete certification procedure every six months for the first year and then annually thereafter to maintain the certification for each type of foam they want certified.

Q: If the foam is CertiPUR-US® certified, does that mean it is made without flame retardants?

A: There are hundreds of flame retardants (FRs) that are used in various consumer products. We identify those FRs that could be used in upholstered furniture or mattresses. Certified foams are made without the following Tris flame retardants: TCEP, TDBPP, TDCPP or TEPA. A list of additional FRs that are prohibited in certified foams can be found in our **Technical Guidelines** at certipur.us/technicalguidelines.

Q: I am allergic to latex and am having a reaction to a mattress which contains certified foam. Can it have latex in it?

A: The CertiPUR-US® program only certifies flexible polyurethane foam for bedding products and upholstered furniture. Latex foam is outside the scope of our certification. It is possible for a manufacturer to include a layer of latex in a mattress that contains certified polyurethane foam. In this case, as long as the flexible polyurethane foam is certified, the manufacturer would be allowed to use the CertiPUR-US® name and logo. You should contact the mattress manufacturer to ask if your model contains latex.

Q: How do I know the specific product I am purchasing uses certified foam?

A: Some companies only offer products that contain certified foams, other companies offer certified foams in certain products or certain product lines. Ask the manufacturer to be sure.

Q: I've seen advertisements for the product I bought, which say it contains foam you certify. Why is there no label or hangtag on it?

A: Companies that have verified they use CertiPUR-US® certified flexible polyurethane foam in their products may use our name and logo, but are not required to label their products or packaging. Lack of our name or logo is not an indication the flexible polyurethane foam inside is not certified. You can look up the companies on our website to be sure they are participating in our program. If you feel a company is misrepresenting CertiPUR-US® certification, please notify us at once by writing to info@certipur.us. If you can include detailed information with a photo, website link, and a contact name, that will help our investigation.

Q: Is there fiberglass in certified foam?

A: There would not be fiberglass in the certified foam used for mattresses, pillows, or upholstered furniture. However, some mattress manufacturers surround a mattress's foam core with barrier fabrics made from fiberglass to help meet government standards for mattress flammability. A mattress zipper is usually there for easy assembly at the factory and not for the customer to use. For that reason, never remove the cover of your mattress, even if it has a zipper, unless the mattress cover is specifically intended to be removed for laundering. Consult the manufacturer's website or call their customer service department before you zip off your mattress cover.

The best way to protect your mattress from getting soiled is to use a mattress pad or mattress protector on top of the mattress. These products will not diminish the feel or comfort of your mattress but will help keep it clean. Many of these products have waterproof features, and some protectors that cover all sides of your product have the added benefit of deterring bedbugs.



FREE for companies selling products containing certified foam:

- Get registered **FREE**: certipur.us/register
- Check your **FREE** listings: certipur.us/directory
- Train staff **FREE**: certipur.us/certificatecourse
- Download **FREE** promo tools: certipur.us/tools

www.certipur.us