

Frequently Asked Questions



The Bedpad is not absorbing, never has absorbed, or absorbency has got progressively worse.

The Product is being washed with a washing agent containing softeners (cationic surfactants). Switch to one which does not contain these, any bleaches or oxidising agents. A few washes with the correct washing powder will restore absorbency.

The Bedpad is faulty, it doesn't lie flat and the top surface is too big.

We have allowed for the differential shrinkage between the waterproof barrier and the fabric top sheet and soaker. This is why we ask you to wash it at 95° BEFORE USE, so that after one hot wash it will lie perfectly flat.

My washing machine does not go up to 95° degrees, what shall I do?

Wash it two or three times at a lower temperature - you will get the same result.

Can I use an electric blanket with a Martex Bedpad?

Yes, although we would recommend you switch the blanket off when in bed as per the manufacturer's recommendations.

What about infection control?

Martex Bed Pads can be washed at 95°. DSS recommend that any wash over 76° will kill bacteria and control infection.