

IMPORTANT Warnings and Safeguards

READ INSTRUCTIONS CAREFULLY

As with all electrical products, misuse of product or failure to properly follow the instructions may cause overheating, fire, or personal injury. Please read the product label and all of the instructions before using your warming product.

- 1.) **Use only with 110-120 Volt AC 60 Hz wall outlet as provided in the USA and Canada. Do not use with power supplied by an Inverter or generator such as in an RV, or a converter outside of the USA and Canada.**
- 2.) **Do not fold when in actual use, this may cause excessive heating.**
- 3.) **Do not use this warming product with an infant, a child under 12, an immobile person, an incapacitated person, a paraplegic, a quadriplegic, a diabetic, one insensitive to heat, or anyone who cannot clearly understand the instructions and/or operate the controls.**
- 4.) Do not use with damaged cords. Damaged cords can lead to fire. Do not trap, fold, cross, or pinch cords between bed slats, mattress, or springs, or against walls, footboards or bed frame.
- 5.) Do not dry clean this warming product. Cleaning liquid may damage the insulation of the heating element. Improper laundering may cause problems with the heating wire, which can become a fire hazard. (Refer to specific care instructions on next page).
- 6.) Do not tuck in the wired area of this Pad.
- 7.) Do not use this **Mattress Pad** with rocking chairs, recliners, chairs with casters or wheels, or other furniture subject to movement.
- 8.) Do not use on a waterbed, sofa, bunk bed, mechanically adjustable bed, or furniture other than a regular bed.
- 9.) **Always turn off the controller(s) for this warming product when not in use.**
- 10.) **Never put the controller(s) into bed under blanket; Do not cover the controller(s) with any object.**
- 11.) Keep control away from drafty areas that may become damp such as an open window.
- 12.) **Do not use this Mattress Pad with dogs, cats, or any other pets. This is an electrical appliance that they can damage by chewing or scratching. If this item is returned with pet hair on it, the Warranty is Automatically Voided.**
- 13.) Do not use pins; they may damage electric wiring.
- 14.) Do not use another electronic heating device, such as a heating pad in conjunction with your warming product.
- 15.) Use the proper size warming product for your bed. For example, use a Twin Size Mattress Pad on a Twin Size bed.
- 16.) If the "Important Instructions" section is not followed, the warming product will not operate properly or safely.
- 17.) Wrapping cords around the controller may damage the cord. Loop cords loosely when storing.
- 18.) After reviewing all set up information and trouble shooting guide, if you see the warming product operating improperly, unplug it immediately and call **E&E CO.Ltd.** Customer Service at: **1-866-456-8852**
- 19.) **This item must be washed before returning to E&E CO.Ltd. for any type of inspection after use of the product by consumer.**

Welcome

The use of this Automatic Product will give you maximum comfort.

The "safety watch"™ controller is the latest technology for safety and temperature control of warming products.

We know you will enjoy this product for years to come.

IMPORTANT INSTRUCTIONS

DO NOT DESTROY

WE RECOMMEND THAT YOU KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE

READ CAREFULLY BEFORE USING THIS PRODUCT

1

Control and Setup information for this Automatic Mattress Pad

Control Model #: EE-CT-10-BR-10-MP, EE-CT-10-BR-20-MP
For use only with Mattress Pad Model numbers below.
EE-MP-10-T-BR, EE-MP-10-F-BR, EE-MP-10-Q-BR, EE-MP-10-K-BR

Features:

- PATENTED "SAFETY WATCH"™ CONTROLLER - insures safety and assured performance
- AUTO-OFF – approximately 10 hour independent auto-off (Reference shut off time may vary base on product)
- 10 or 20 TEMPERATURE SETTINGS (depending on your model) – select your personal comfort zone
- PREHEAT FEATURE – reduces wait time to achieve your comfort level
- SILENT OPERATION – no clicking
- EASY GRIP - ergonomic control for easy operation
- LED DISPLAY – for night time use

When the power switch is pressed, the controller's display should cycle through all portions of the display and then show an "L" or a "1" (for low setting). During the initial heat-up period and continuously thereafter, the controllers' internal computer makes numerous safety and diagnostic tests. If a problem is detected, the power to the Mattress Pad heating element is turned off and the controller's display will show an "E" or "EE" (for Error). In normal operation, the controller's display should show only the setting that you have set your controller to except during the preheat cycle when it will show "P" or "P.H." If the controller display shows an "E" or "EE", follow the steps below:

1. Turn off the controller power switch.
2. Be certain that the cord from the controller(s) to the Mattress Pad is plugged in securely to the module(s) located below the 9" x 6.5" care label.
3. Lay out the Mattress Pad flat, not bunched up, and with no cover.
4. Wait 10 minutes.
5. Turn the controller back on, (never under any circumstances cover the controller(s) with anything).
6. If the Error Condition continues, call **1-866-456-8852** for further technical assistance.
7. If you accidentally turn the controller off, it may be turned back on without any delay.

Preheat Feature:

After turning on your controller you should select your desired comfort setting first and the display will indicate your setting. The preheat function can now be turned on within the first 5 minutes of use and the controller display will show a "P" or "PH" to indicate the preheat function is operating. The preheat function can be turned off during the first 5 minutes of operation by pressing the preheat button again. At the end of the preheat cycle, the controller display will return to the comfort setting that you have selected. The comfort level settings can not be changed while the preheat function is operating.

Auto-off Feature:

The "Auto-Off" feature is designed for safety and conservation of energy by automatically turning your warming product off after approximately 10 hours of continuous use. The Auto-off function engages 10 hours from the time the control is first turned "On".

For Dual Control:

The Auto-off feature works independently for each control. Both controllers do not have to be plugged in for one controller to function.

To restart after a power failure:

Press the "On/Off" or "On" button, the warming product will return to your previous setting and begin to warm.
NOTE: After a power outage, the "Auto-off" feature resets the timer.

NOTE: Remember this warming product is not a heating pad. It will heat approximately 15 degrees F. above your ambient room temperature. It will not feel hot to the touch when used in its normal manner.

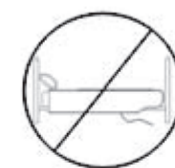
3

Quick Set Up – Mattress Pad

WARNING: FAILURE TO FOLLOW THESE INSTRUCTIONS EXACTLY COULD INCREASE THE RISK OF MATTERSS PAD OVERHEATING, FIRE, OR PERSONAL INJURY.

- CAUTION:** Do not plug Mattress Pad main power cord into the wall outlet until you have completely set up the Pad per these instructions.
- CAUTION:** Never use a controller unit with this Mattress Pad other than the one supplied with this Pad.
- CAUTION:** Always make sure the power cord is disconnected from the wall outlet whenever you connect or disconnect your Mattress Pad from its control.
- CAUTION:** Always make sure cords are **NOT** trapped or pinched between bed slats, mattress, springs, against wall, footboard or bed frame.

1. Place the Mattress Pad on the bed with the **label side facing outward**. The Mattress Pad **MUST be laid FLAT and should never be folded, bunched, or wrinkled up with the unit on.**



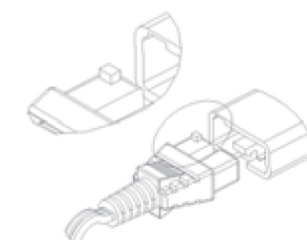
DO NOT TUCK



DO NOT FOLD OVER

CAUTION: Not having the Mattress Pad laying **FLAT** increases the risks of overheating and possible fires.

2. Plug cord from controller into the module at the bottom of the Mattress Pad until the plastic lock clicks into place. **DO NOT** attempt to force the plug. The plug module is intended to fit in only one direction. If the plug does not fit into the module, reverse the plug.



CAUTION: Cord **MUST** be **COMPLETELY CONNECTED**. A risk of overheating and fire could result from a loose connection.

3. Run the cord under the bed, **NOT** between the mattress and box springs. Avoid any tangling or pinching.

4. Plug the Mattress Pad main power cord into a 110-120 volt 60HZ wall outlet.

CAUTION: Do not use with an inverter such as in a RV or use with a converter outside of the US or Canada. Do not use in a wall outlet that has been damaged or is worn. A bad connection between the main power cord and the wall outlet may increase the risk of overheating and fire.

CAUTION: This appliance has a polarized plug (one blade is wider than the other) as a safety feature. This plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.

5. Turn on the Mattress Pad controller's power switch. Upon turning on the power switch, the controller's display should cycle through a brief display test, and then indicate "L" or "1" for Low setting. If a problem is detected, the display will indicate an "E" or "E.E." for ERROR, and the power to the heating element is not turned on. If you have this "ERROR" condition, refer to the "Troubleshooting for your Mattress Pad" Page of this manual and follow the instructions.

CAUTION: Always turn Mattress Pad controller **OFF** when not being used.


6. Using the right and left buttons, marked with an arrow, set the Mattress Pad controller to the desired heat setting. The range of settings is "L,2 – 9-H" or "1 -20" depending on your controller.

CAUTION: DO NOT COVER Controller with warming product or any other blanket, or object.

4

TROUBLESHOOTING FOR YOUR MATTRESS PAD

This is a new and more advanced control than what is on the market. If you experience trouble getting your warming product to operate, follow these troubleshooting instructions carefully.

- This electronic controller device has the on/off button marked with a circle with the line thru it as indicated.
ON/OFF BUTTON 
- After turning on the control, the display should cycle through a test and then show an "L" or a "1" for the default low setting. At this time, the Left and Right arrow buttons may be pushed to select desired heat setting "L,2-9,H" or "1-20" depending on your model.
- During the first 5 minutes after you turn the control on, you may select the pre-heat button. The pre-heat function will heat your warming product to the highest setting. The pre-heat function will not operate if your product is already warm. This is a Safety function that keeps the control from overheating by entering the preheat cycle when the warming product is already warm.
- If turned off during operation and an attempt is made to turn back on immediately you may occasionally receive an "E" or "EE" on the display. This indicates that a Safety function of your control has been activated. If this situation occurs, turn the control back off for a minimum time of 5 minutes and then restart the control.
- If "E" or "E.E" continues to display, then it may be necessary to reset the controls. Turn the control off; unplug the control from the wall and from the warming product. Allow to cool all the way down, no less than 30 minutes is recommended by the manufacturer. Then plug the control back into the warming product first, then into the wall. Turn the control on, see if the display cycles through its test and then goes to "L" or "1". At this point adjust desired temperature using the arrow keys.
- The warming product will automatically turn itself off after approximately 10 hours of continued use (Reference shut off time may vary base on product). After this automatic shutdown, it will have to be allowed to cool down for no less than 30 minutes before turning back on.
- If the warming product is a dual control model and only one side indicates the Error "E" or "E.E.", the manufacturer recommends turning off both controls, unplugging, waiting at least 30 minutes, then reversing the controls to the opposite side of the warming product. Make a note if the same side still shows an "E" or "E.E.", or if the same Control still shows the "E" or "E.E.". This is an indicator of whether it is a control problem or a warming product circuit problem. At this time, please call our **Customer Service toll free number 1-866-456-8852**.
- When the control is plugged into the warming product, it will click. This indicates a secure fit. It also may be a little snug when it's unplugged. Some force may be required when attempting to press the release button that allows you to disconnect the cord from the warming product.
- On high, the warming product will heat approximately 15 degrees F, above the ambient room temperature. IT WILL NOT feel hot to the touch.

5

Frequently Asked Questions

- Q. Who should NOT use the warming product?**
A. UL recommends that the following people should **NOT** use the warming product:
- An infant
 - A child, under 12 years old
 - An incapacitated person
 - A paraplegic
 - A quadriplegic
 - A diabetic
 - Anyone insensitive to heat
 - Anyone who cannot clearly understand the instructions or operate the controls.
- Q. What do the Underwriters Laboratories (UL) or (ETL) labels mean? What does either of these labels mean about safety of this E&E CO.Ltd. product(s)?**
A. Underwriters Laboratories (UL) develops product safety standards for a large range of products and performs independent tests based on these standards. Products tested by UL and which have passed all the safety standards are permitted to bear the UL label. Intertek Testing Services (ETL) is a certified, independent testing organization that tests products in accordance with UL safety standards and issues the ETL label for those products that meet the relevant UL standards. All **E&E CO.Ltd.** products are tested to UL standards and bear either the UL or ETL label to indicate that the product meets or exceeds UL/ETL safety standards for warming products.
- Q. I have heard that some warming products have Electromagnetic Fields (EMF's). What is this?**
A. EMF stands for Electromagnetic Field. This is an electrical field that surrounds any wire that has current flowing along its length. Although several studies have been conducted to evaluate the impact, **EMF's have not been proven to be harmful.** In any event, **E&E CO.Ltd.** has reduced the strength of EMF's in its Warming Products to very low levels.

- Q. What do I do if my pet chews the cord, I lose my controller or the controller does not operate properly?**
A. Please stop using the warming product immediately. Call our Consumer Service number listed under "How to Obtain Warranty Service" and ask for instructions on how and where to send the warming product.
- Q. My controller feels warm to the touch: Is this a problem?**
A. No. The control will feel warm to the touch when functioning properly.
- Q. I have experienced some shedding of the fabric fibers of my warming product, what do I do?**
A. Follow the use and care instructions to wash and dry your warming product.
- Q. My warming product doesn't heat properly.**
A. Check to make sure the cord is plugged into the module and the power cord is firmly connected to the wall outlet. Check that the control is "On". If the system still fails to heat, try the following test to see if it is operating:
- Fold the warming product over 3 times.
 - Connect the control to the module and plug the power cord into an outlet.
 - Turn the control to the highest setting and wait five to seven minutes.
 - Put your hand between the folds and you should feel the product warming.

NOTE: Remember the warming product is not a heating pad. It will not feel hot to the touch when laid out flat in a normal manner.

CAUTION: DO NOT continue the test for more than **seven minutes. DO NOT** attempt to make any internal adjustments to this appliance. If you have tried all of the solutions above and the warming product still doesn't work, stop using it immediately, disconnect the power cord and contact our customer service number at **1-866-456-8852**.

NOTE: If this product or any component has been tampered with in any fashion, the warranty is automatically voided.

7

The care and cleaning of your warming product is easy and safe as long as you follow a few simple steps.

Caution: Always disconnect the power cord and the warming product connection cord at the warming product end before washing. Carefully follow all washing instructions or your warming product may shrink and possibly cause a fire hazard.

DO NOT

- DO NOT dry clean your warming product. Dry cleaning solvents may damage the warming product.
- DO NOT use bleach or cleaning fluids.
- DO NOT use a wringer.
- DO NOT iron the warming product.
- DO NOT use mothballs or sprays of any kind.
- DO NOT turn the warming product on until it is completely dry.

MACHINE WASHING:

Wash separately in automatic washer using slow agitation and normal spin speed:
Fill washer with cold or lukewarm water. Add minimum amount of all-purpose detergent, agitate to dissolve before adding warming product. Add warming product and soak 5 minutes. Agitate 2 minutes and spin.
With warming product still in machine, fill for cool rinse, agitate 1 minute and spin.

MACHINE DRYING:

Preheat the dryer on the low temperature setting for 2 minutes. Dry in automatic dryer on medium to low temperature and tumble dry for 5 minutes only, or air dry. Remove damp bedding from dryer, block to original size, and drape to finish drying.
DO NOT USE CLOTHESPINS.

DO NOT IRON THIS WARMING PRODUCT.

HAND WASHING:

Presoak the warming product for 15 minutes in mild soap and lukewarm water.

Gently squeeze the soapsuds through a few times.

Rinse in fresh, cold or lukewarm water.

HAND DRYING:

Gently stretch / block (re-shape) the Warming Product back to its original size.

Air dry by draping over a clothesline or hang over a shower rod.

DO NOT USE CLOTHESPINS.

DO NOT IRON THIS WARMING PRODUCT.

Caution: DO NOT USE commercial dryers or the dryers at your local laundromat. They get too hot and would damage the warming circuits of the warming product.

Caution: Warming Product MUST BE COMPLETELY DRY BEFORE USING

6

Warranty

E&E CO.Ltd. warrants that for a period stated below from the date of purchase, this product will be free from defects in material and workmanship. This warming product manufactured by **E&E CO.Ltd.** will carry a **FIVE** year limited warranty. **E&E CO.Ltd.**, at its option, will repair this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty. This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance. **E&E CO.Ltd.**, or any retail stores selling the **E&E CO.Ltd.** products do not have the right to alter, modify, or any way change the terms and conditions of this warranty.

This warranty does not cover normal wear of parts or damage resulting from any of the following negligent use or misuse of the product: use on improper voltage; or current, or use contrary to the operating instructions, disassembly, repair or alteration by anyone other than **E&E CO.Ltd.** Further, the warranty does not cover Acts of God, or Nature, such as fire, flood, hurricanes and tornadoes. **E&E CO.Ltd.** shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province.

No warranty will be granted without the original receipt, gift receipt or copy there of.

E&E CO.Ltd. MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, NOT OTHERWISE SPECIFIED HEREIN:

To Obtain Warranty Service

For any questions you may have about your warming product, please contact **E&E CO.Ltd.** customer service at **1-866-456-8852**. You may also wish to write with product questions, or to return your product for repair or replacement:

E&E Co. Ltd.

45875 Northport Loop East
 Fremont, CA 94538

To return your product for repair or replacement attach a tag to the product (do not use pins) that includes your name, address, daytime telephone number, and description of the product and problem. Please include a copy of the original sales receipt. Carefully package (**clean and pet-hair free**) the product. Use UPS or parcel post, with shipping and insurance prepaid.

DO NOT RETURN THIS PRODUCT TO THE PLACE OF PURCHASE.

8