

# Cleaning HUG

Please follow these step-by-step instructions for cleaning HUG

1. Remove electronics unit
2. Remove inner cushion

**Spray clean inner cushion only**

3. Spray and wipe



Spray clean

**To wash outer cover in a washing machine:**

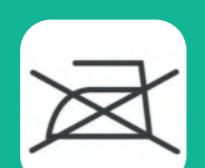
4. Zip into bag provided
5. Place in washing machine



Delicate wash



Dry naturally



Do not iron

# How to use HUG safely

- > Always supervise the use of this product.
- > Do not machine wash the inner cushion; spray clean only.
- > Only charge the electronics unit when fully removed from the inner cushion. Use the charging cable provided.
- > Do not attempt to modify or disassemble the electronics unit beyond those described in this manual.
- > Do not get the electronics unit wet and remove from HUG before any cleaning procedure.
- > Parts of HUG can be recycled. If you no longer want to use HUG please contact us.

#myHUG

Share your photos of HUG, we'd love to see them!



HUGbyLAUGH



HUGbyLAUGH



HUG by LAUGH



info@hug.world

We hope you enjoy using HUG

HUG has been created from research involving people affected by dementia.

For more information visit: [www.HUG.world](http://www.HUG.world)



**HUG**  
by  
**LAUGH**

Supported by



**Instructions for setting up  
and using HUG**

[www.HUG.world](http://www.HUG.world)

## How to use HUG

HUG is a soft comforter, designed to be cuddled. It has weighted limbs and a soft body that contains a beating heart and a music player that can be programmed to play a person's favourite music.

**Place the upper arms of HUG around your shoulders and place your hands onto HUG's back.**

**Relax and enjoy the music as HUG returns the cuddle.**



## Charging HUG



**Battery life: up to 2 days with continuous use**

**Red battery light indicates low battery**

- > To charge, remove the electronics unit from inner cushion.
- > Plug USB cable provided into charging point on side of the unit.
- > Use 3-pin plug provided to charge unit via wall socket.
- > HUG takes 4 hours to fully charge. Charging light turns red when charging and green when fully charged.
- > Fully charge unit before use.



Information on introducing HUG and links to online training are available at:  
[www.HUG.world/introducing-HUG](http://www.HUG.world/introducing-HUG)



## Adding music to HUG

Listening to music that is personal to you can evoke memories, bring connection and joy.

The HUG unit is provided empty, ready for you to use your own music. You can upload your own music or stream music to it via Bluetooth.

**To upload your own music:**

- > Switch on heartbeat.
- > Plug USB cable into electronics unit and connect to USB port on computer.
- > Electronics unit shows as a 'drive' on computer.
- > Add your MP3 music files onto the drive.
- > Once finished, eject safely from computer and unplug cable.
- > Switch heartbeat off and on again, and music will play.



Guidance and resources for adding music and creating playlists are available at:  
[www.HUG.world/music-playlist](http://www.HUG.world/music-playlist)



## **IC warning statements:**

-English Warning Statement:

RSS-GEN ISSUE 5, 8.4 User manual notice

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

-French Warning Statement:

RSS - Gen version 5, 8.4 avis du manuel de l'utilisateur

Cet appareil contient un émetteur / récepteur sans licence conforme au RSS sans licence d'innovation, science et d'économie Canada. L'opération doit satisfaire aux deux conditions suivantes:

Cet équipement peut ne pas causer d'interférence.

L'équipement doit accepter toute interférence, y compris toute interférence qui pourrait entraîner un fonctionnement indésirable de l'équipement.

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment has very low levels of RF energy that are deemed to comply without testing of specific absorption ratio (SAR).

Cet équipement est conforme aux limites d'exposition aux rayonnements énoncées pour un environnement non contrôlé et respecte les règles d'exposition aux fréquences radioélectriques (RF) CNR-102 de l'IC. Cet équipement émet une énergie RF très faible qui est considérée conforme sans évaluation du débit d'absorption spécifique (DAS).

This equipment should be installed and operated with minimum distance 5mm between the radiator & your body.

Lors de l'installation et du fonctionnement de cet équipement, la distance minimale entre le radiateur et le corps doit être de 5 mm.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The device has been evaluated to meet general RF exposure requirement.