

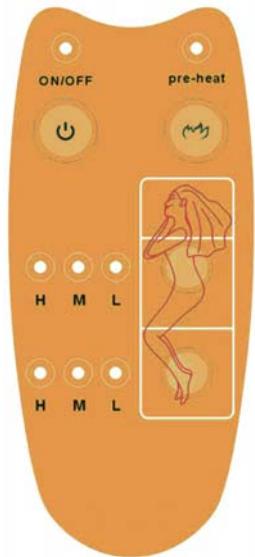
USER MANUAL

REMOTE-CONTROLLED 4 - ZONE LOW VOLTAGE MATTRESS COVER!

Congratulations on purchasing a new Remote Controlled FRONTGATE® Four-zone Low-Voltage Warming Mattress Cover!

Features:

- Uses ActiVHeat® low voltage carbon fiber bundle technology – the ultimate in safety, comfort and convenience!
- 2 individually controlled warming zones per person to independently warm your body and/or your feet.
- Left and right side dual Hand Controls have simple HI-MED-LOW settings.
- Personal Wireless Remote Controllers for the ultimate in convenience and control.
- Pre-heat function warms the bed before you climb in.
- Long lasting quilted blend fabric, with easy care - machine washable and dryable
- Automatic shut off after ten hours
- Suitable for all season use, even without using the heating features



Most heated mattress covers in North America have operated at 120 volts and only have one zone per person. We designed this mattress cover to operate with non-hazardous low voltage, providing you with a safer heated mattress cover. Not only is your FRONTGATE® new heated mattress cover safe, it is the ultimate in comfort and versatility. The non-metal heating elements are so thin they are virtually unnoticeable. Also the high quality mattress cover can be used throughout the year to protect your mattress. You don't need to store this mattress cover during the summer – just leave it on your bed with the cables disconnected. When soiled, wash it into your washing machine and then into your dryer. (see care instruction page for details).

This FRONTGATE® 4-zone mattress cover prewams your bed at high heat, then automatically cuts back to lower comfort settings which you can adjust using the wired or wireless remotes and then evenly warms you all night. You can adjust your body and feet regions at different warming levels. As an added precaution, it will turn itself off automatically after ten hours. By allowing you to turn down your thermostat, you save energy costs.

Getting Started

You should have the following items:

- A. Mattress cover (1) (not shown)
- B. Wired Controllers (2)
- C. Wireless Controllers (2)
- D. UL Listed Power Supplies (2)
- E. Power Supply Cords (2)



MATTRESS COVER (A)

The mattress cover is made of a long-lasting yet comfortable blended fabric. The 4 zones of non-metal heating elements inside the mattress cover are so thin they are virtually unnoticeable.

WIRED CONTROLLERS (B)

The controllers allow you to flexibly vary the amount of heat produced by your FRONTGATE® mattress cover in two body regions. They contain intelligent microprocessors but their simple design allows ease of use with advanced functions.

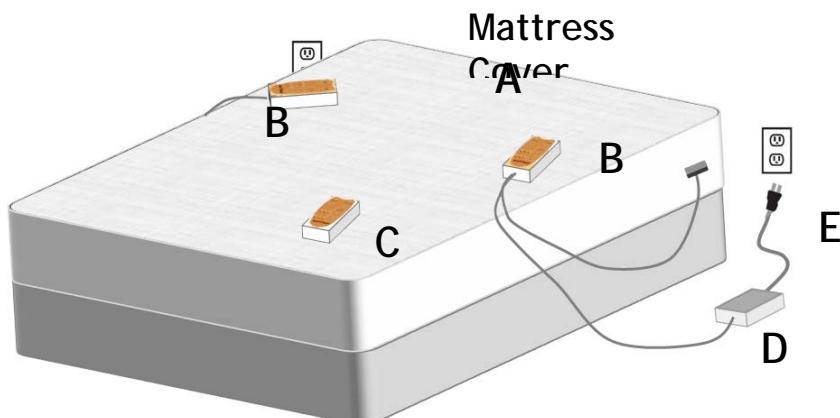
WIRELESS CONTROLLERS (C)

The hand held wireless controllers allow you to vary the amount of heat your mattress cover produces in exactly the same way as the wired controllers but with the freedom to use and place the controls wherever it's convenient.

POWER SUPPLIES (D)

The power supplies are devices that convert 120-volt AC current (normal household current in North America) into non-hazardous low voltage DC current (similar to a battery) to ensure the mattress cover never causes you an electric shock. The most convenient location for them will normally be at the side of the bed on the floor adjacent to each person's head. Just like most power supplies, they should be warm to the touch when the mattress cover is OFF and somewhat warmer still when the mattress cover is in use. This is normal. Unplug the power supply cords (E) from wall outlets prior to cleaning the mattress cover.

Getting Set Up



1. Place your mattress cover (A) on your bed with the both connector sockets at each side near the HEAD of your bed.
2. Connect each wired controller (B) to a power supply (D) via the small plug and socket as shown on the right.



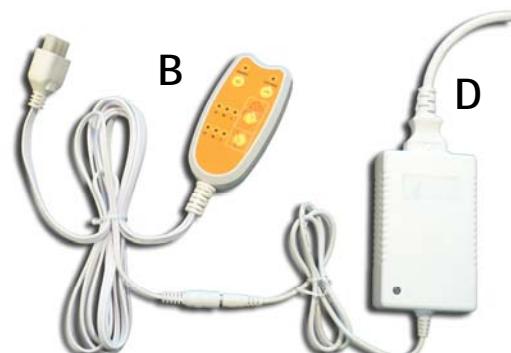
3. Connect the large plug (*shown right*) on each wired controller (B) to the socket near the left and right sides of the mattress cover (A). Ensure you insert the plugs fully into the sockets on the mattress cover for a secure electrical connection. **Caution:** The plugs must be COMPLETELY INSERTED into the mattress cover sockets.

4. Connect each power supply (D) to a power supply cord (E) (*shown below*)



which you will plug into a normal electrical wall outlet. **Caution:** Do not plug a power supply cord (E) into a wall outlet until you have followed all the previous steps. When connected to an active wall outlet a green indicator light on the power supply (D) will light up. You may use a UL listed power strip if you need more electrical outlets. **Caution:** Do not plug a power supply cord (E) into a wall outlet

until you have followed all the previous steps. Disconnect power cord from wall before detaching controller (B) from mattress cover (A).



5. **Power On. Pre-heat cycle.** Depress the ON/OFF  switch on a controller (B) or (C) once to turn on the power. A red colored standby light will illuminate above the ON/OFF  switch to indicate that power is now supplied to the controller. To initiate the Pre-Heat cycle, press the **pre-heat** switch once. The light above the **pre-heat** switch will illuminate indicating the product is in Pre-Heat mode. After about 30 minutes at maximum heat, both warming zones will revert to the medium (M) heat level. Pre-Heat mode will only activate to a certain temperature, so turning to Pre-Heat mode after the product has already been heating for a while will not last as long and may not be as effective.

6. **Heat Adjustment.** To adjust the heat level for each zone, repeatedly press the heat level switch for that zone until the desired heating level is activated. The indicator lights to the right of the levels will show the heat level (H= High, M= Medium, L= Low, Off). You may adjust the heat level settings at any time and the pre-heat feature will not reactivate.

7. **Shut Down.** You should turn off the mattress cover when not in use. However, the mattress cover will automatically turn off after 10 hours. To turn the product off manually, press the ON/OFF  switch until the On/Off light goes out. All the lights on the controller should turn off to indicate that power has been turned off.

8. **Silent Operation.** Each push of a switch on the wired controller makes a "beep" sound. Should you wish to have silent operation, you can turn off the sound function by sliding the switch on the rear of the controller with a small object such as a pen or small screwdriver.

9. The **Wireless Controllers** have the same functions as the wired controller and provide you with the added convenience of wireless remote control.

10. Your FRONTGATE® warming mattress cover is designed to provide you with gentle, relaxing all-night warmth. It is not intended to be a substitute for the intense pain-relieving heat of a heating pad. It will not feel hot to the touch as a heating pad does. For safety reasons this warming product does not heat under your head region. **Tip:** To warm your pillow, leave it under the bed covers during the pre-heat interval.

Care and Maintenance

Detach **B. Wired Controllers** (2), **D. UL Listed Power Supplies** (2), and **E. Power Supply Cords** (2) before washing.

WASHING - Machine Wash Warm Gentle Cycle, Do not Wring, Do not Bleach. **DRYING** - Tumble Dry Gentle Cycle, Low Heat Do not Iron, Do not Dry Clean

Troubleshooting

Q – The lights on my wired controller do not light up.

A – Ensure all cable plugs are connected and tight at both ends. Ensure the power supply cords are connected tightly to an "energized" socket in a wall outlet. (test with a table lamp to ensure the outlet is active). If the controller still does not light up, please call our Product Specialists for assistance at 1-800-537-8484.

Q – The lights on my wireless controller do not light up.

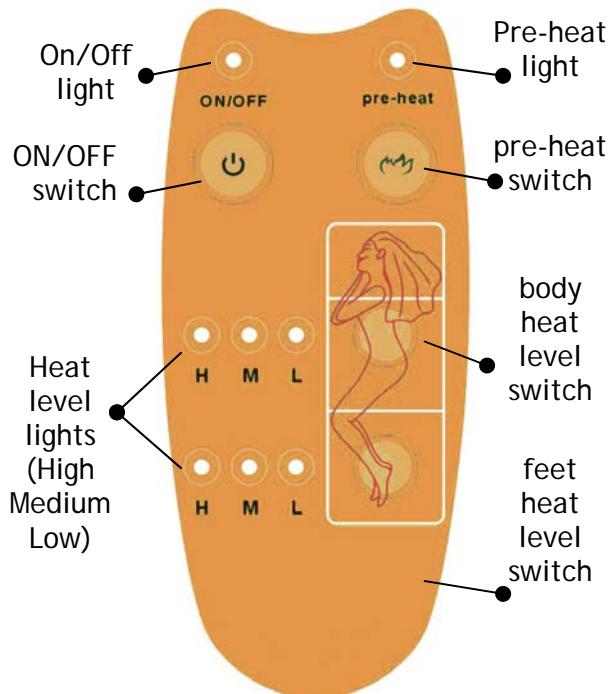
A – Ensure a fresh AAA battery is inserted correctly into the wireless controller with the +ve and -ve sides matching up.

Q – The controller lights illuminate but the mattress cover does not heat up.

A – Check the plug is inserted into the mattress cover and then test the mattress cover by folding it over on itself three times and turning it on. Ensure controller is on HI and the controller light is illuminated. After about five minutes, carefully feel between the layers. If there is no warmth, contact our Product Specialists for assistance at 1-800-537-8484. If there is warmth, unfold the mattress cover and try sleeping on it. Never leave the mattress cover folded up for more than a few minutes. (See next question also.)

Q – I feel some warmth but not much. How warm should this mattress cover warm up to?

A – The mattress cover will provide enough warmth to keep you comfortable all night even in a very cold room. You should spend several nights experimenting with settings until you find your personal comfort level. This mattress cover



is not like a heating cover (that amount of heat would be too hot for all night use). During normal operation, the mattress cover will not feel hot to the touch.

Q – My mattress cover works fine for a while but then seems to shut off.

A – The 10 hour automatic shutoff feature may have activated. Simply push the ON/OFF switch again and your mattress cover will heat for an additional 10 hours or until you turn it off.

Q – Does this product produce enough electro-magnetic field (EMF) to be concerned?

A – This product uses Direct current (DC), not Alternating current (AC). Some scientists think AC current may cause certain health problems, DC current is not thought to cause any health problems.

Q – What is low voltage? How is your mattress cover different from other mattress covers in this regard?

A – Our mattress covers use between 12 and 14 volts depending on the model. Most other mattress covers in North America use 120 volts. It would be extremely unlikely and indeed almost impossible to receive an electrical shock from this low-voltage mattress cover.

Q – Can I use this mattress cover in other countries?

A – It depends. You can use this product in other countries as long as your power supply is connected to 120V 60 cycle AC. You should also ensure you comply with local regulations. Note: Many countries outside North America use 240V.

Q – Can I use a bedspread or comforter over my warming mattress cover?

A – Yes, any bedding product may be used over your heated mattress cover except another electric mattress cover, blanket or heating cover (to avoid overheating risk).

Q – Why are my power supplies and wired controllers warm even when my mattress cover is turned off? Why does it have an odor?

A – The power supply and wired controllers will feel warm to the touch when functioning properly. Even though your mattress cover is turned OFF, your power supply is in a “ready” mode waiting for you to turn it on. Ready mode uses less than 3 watts of power, which is less than most nightlights. Any faint odor will disappear after initial use.

Warnings and Safeguards

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

1. Do not use this warming product with an infant, a child, an incapacitated person, a paraplegic, a quadriplegic, a diabetic, one insensitive to heat such as a person with poor blood circulation, or anyone who cannot clearly understand the instructions and/or operate the controls.
2. 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.
3. 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 lead to fire.
4. Turn off the control for the warming product when not in use.
5. Do not use this item when the temperature is above 85°F (~30°C).
6. Keep all parts away from fire and other heat sources at all times.
7. Keep the controller away from an open window.
8. Do not use pins; they may damage the electric wiring.
9. Be sure this mattress cover is used only on an AC supply current circuit of 110-120 volts. Do not use this comforter/mattress cover with an extension cord.
10. Keep all dogs, cats, and other pets away from this warming mattress cover. This is an electrical appliance that they can damage or be injured by.
11. Do not use mattress cover on a waterbed.
12. Do not use another electronic heating device in conjunction with your warming product.
13. Use the proper size comforter/mattress cover for your bed.
14. None of the cords should be tucked under the mattress or the mattress cover will not operate properly.
15. Use any bed linens you wish EXCEPT never use another electrically heated product with this warming mattress cover.
16. This mattress cover is for home use only and is not suitable for hotel or other institutional use.
17. If the prior instructions are not followed the warming product will not operate properly.
18. If you notice the warming product operating improperly, unplug it immediately and call the Service Department.

Please contact one of our Product Specialists for assembly assistance or questions at 1-800-537-8484 or email: ps@frontgate.com. Specialists are available weekdays 8:00AM to 8:00PM EST or Saturdays 9:30AM to 6:00PM.

FCC Statement:

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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.

Obtaining Warranty Service

DO NOT RETURN THE PRODUCT TO FRONTGATE. Please contact our service provider, Adventive IDEAS first! To obtain warranty service, contact Adventive IDEAS' Service Department at 1-609-651-1177 or email at: info@activheat.com. Please be prepared to describe:

1. The Item Catalog number found on the product label,
2. The date you purchased the item (a purchase receipt is required); and
3. The nature of the problem.

All repairs and replacements must be authorized in advance using a Return Authorization (RA) Number. Service options, parts availability and response times will vary. You are responsible for delivery and the cost of delivery of the product or any parts to the authorized service center for replacement, per our instructions.

If instructed to do so, complete and follow the instructions in the "Warranty Return Checklist". Also, before being instructed to return any item you will receive a Return Authorization (RA) Number. Please make sure to include this number on the form. Items returned without an RA number will not be serviced.

After receiving your item, Service Department Provider will notify you the results and of any additional costs (via phone or email) that may not be covered by your warranty. Most repairs and service will be completed within 14 business days after we receive the item, however, service options, parts availability and response times will vary.

In case the item you purchased requires repairs or service BUT is no longer covered by the warranty, contact our Service Department Provider, Adventive IDEAS for information regarding the cost of repair and parts.

Limited Warranty

Every FRONTGATE warming product is thoroughly inspected and tested before leaving the factory and when purchased from a United States retailer is warranted against defects in materials and/or workmanship under normal use for a period of ONE (1) YEAR from date of purchase by the original purchaser ("Warming Product Warranty Period"). If a defect arises and a valid claim is received within the Warming Product Warranty Period, at its option, Adventive IDEAS will either 1) repair the defect at no charge, using new or refurbished replacement parts, or 2) replace the warming product with a new warming product that is at least functionally equivalent to the original warming product.

Limits and Exclusions

A replacement product or part, including a user-installable part installed in accordance with instructions provided by FRONTGATE, assumes the remaining warranty of the original product or part. When an item is exchanged, any replacement product or part becomes your property and the replaced product or part becomes Adventive IDEAS' property.

Coverage under this Limited Warranty is limited to the United States of America, including the District of Columbia and the U.S. Territories of Guam, Puerto Rico, and U.S. Virgin Islands. This Limited Warranties apply only to products that can be identified by the " FRONTGATE" logo affixed to it or its packaging. The Limited Warranty does not apply to any non- FRONTGATE products. This warranty does not apply to: a) damage caused by failure to follow instructions relating to product's use, washing instructions or the installation of components; b) damage caused by accident, abuse, misuse, fire, floods, earthquake or other external causes; c) damage caused by service performed by anyone who is not authorized by FRONTGATE; d) a product or part that has been modified to alter functionality or capability.

FRONTGATE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THESE WARRANTIES. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FRONTGATE DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF FRONTGATE CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY.

Some states disallow the exclusion or limitation of incidental or consequential damages or how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

FRONTGATE® WARRANTY RETURN CHECKLIST



Check you have completed each step below, and then enclose a copy of this checklist with the item you are returning.

Provide ALL the following information :

1) RA number (from our Customer Service Provider.):

>>> _____ <<<

2) Product Model Number: _____ (from product tag).

3) Date of Purchase (MM/DD/YYYY) : ____ / ____ / ____

4) Contact information (name, address, daytime phone, email address):

5) Name: _____

6) Mailing Address: _____

7) City/Town _____

8) State: _____ Country: _____

9) Zip Code: _____

10) Daytime Telephone Number: (____) _____

11) Email (if possible): _____ @ _____

12) Explanation of the problem you are having with the unit.

Include a \$25.00 check or money order made out to "Adventive IDEAS LLC" for handling and return packaging/shipping costs.

Include a copy of your Sales Receipt evidencing purchase.

Pack all parts in an appropriate protective package and ship insured & freight prepaid to the Service Center listed below:

Adventive IDEAS - FRONTGATE Service

RA # _____

47 Grasmere Way

Princeton, NJ 08540 USA

FRONTGATE

Please contact one of our Product Specialists for assembly assistance or questions at 1-800-537-8484 or email: ps@frontgate.com. Specialists are available weekdays 8:00AM to 8:00PM EST or Saturdays 9:30AM to 6:00PM.