



For any product advice or support please contact our customer service helpline:
 Telephone: 03303 322575
 Monday - Thursday: 9.00am - 5.00pm
 Friday: 9.00am - 4.00pm
 email: customerservices@comfygroup.co.uk

BK0044



heated mattress topper

important user information



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Important Instructions & Warnings

Important instructions retain for future use

This section contains important instructions regarding operations and safety during product installation, use and maintenance. The use of any electrical appliance requires the user to follow some common sense rules. Failure to comply to the below rules can cause damage to the appliance.

- Unpack this product and ensure it has not been damaged during transportation or opening
- Ensure the product is only used indoors and in the way it is intended
- Only use when dry
- Only use the lead provided
- Only use the heated mattress topper when laid flat on your mattress, avoid creasing and do not use when folded
- If used on an adjustable bed, please check the mattress topper or cord cannot become trapped and the cord is not stretched
- The heated mattress topper must be used on top of your mattress and not tucked underneath
- Controls must be used on top of the heated mattress topper and not trapped underneath
- The heated mattress topper must not be used on a sofa bed or inflatable air bed
- Sharp objects such as pins could harm the internal wires so make sure these are kept away from the product
- Children under the age of 3 must not use the appliance due to their inability to react to overheating
- This appliance can be used by children older than 3 years and younger than 8 years under supervision and with the control always set to the lowest temperature setting
- **Constant use at the highest temperature may cause skin irritations or burns so must be avoided**
- The cable and control unit of the appliance can may cause risks of entanglement, strangulation, tripping or treading if not correctly arranged. The user shall make sure that excess ties and electric cords shall be arranged in a safe way
- If the supply cord is damaged, it must be replaced by the manufacturer in order to avoid a hazard
- When not in use for long periods, unplug the blanket from the mains socket
- If you no longer wish to use the appliance, make sure it is unusable by cutting the power lead when disconnected and dispose of in the correct manner



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Fitting Instructions

Ensure your heated mattress topper is covered during use to retain the heat. This product must only be used as an mattress topper and secured to the mattress correctly to ensure it does not move. Please follow the below fitting instructions. Do not use in a folded condition, this will trip the overheat sensor in the heat controller.

1. Open the heated mattress topper fully and place flat on your mattress
2. The mains lead needs to be positioned at the pillow end and not covered (Fig 1)
3. Secure the heated mattress topper to your mattress using the elasticated straps, simply slip the straps underneath the bottom of your mattress and be careful not to add too much tension (Fig 2)
4. Place your fitted sheet over the secured heated mattress topper, followed by the rest of your bedding (Fig 3)
5. Once fitted flat on your mattress, connect the heat selector plug to the blanket socket, ensuring each plug is pushed firmly into the housing (Fig 4)
6. Check regularly to ensure the heated mattress topper remains secure and crease free



3 A. Mattress B. Heated mattress topper C. Fitted sheet D. Top sheet / duvet For illustration only

Using Your Heated Mattress Topper

Once the heated mattress topper has been fitted to the bed correctly and the power source has been connected as instructed, plug the power lead into the closest socket at the pillow end, using an extension lead if needed to ensure that the product lead is not stretched.

This product is designed to preheat your bed to the desired temperature using the temperature control switch. The controls vary depending on which model you choose.

Switch Control

This appliance has 9 heat settings and the timing is done manually. The 2 controllers allow you and your partner to change the temperature separately from each other. The settings feature multizone options so you can control the different zones individually from your body to your feet.

The heat ranges from 0 to 9
 0 = No heat, 9 = High heat level

The appliance will start to heat after a few minutes, providing it is covered correctly with a duvet or blanket (this will depend on room temperature and the type of bedding used).

If using the appliance all night or for an extended period, please use low heat setting 1.

Turn the appliance on using the ON/OFF switch.

Set the desired heat for the body by simply pushing the body button.

Set the desired heat for your feet by simply pushing the feet button.

The timer allows you to set the required time that you want the topper to stay on by simply pushing the timer button. This can be used as a preheat function or stop during the night. The time can be set at 1, 5, 8 or 12 hours.



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Cleaning & Maintenance

Washing instructions



The appliance can be hand washed or machine washed but not dry cleaned. Before washing, disconnect all electrical leads from the product and power supplies. To disconnect from the socket simply raise the flap slightly and pull gently out.

- Prior to washing it is essential that you measure the heated mattress topper to ensure that it has returned to approximately its original size once dry
- Hand wash - use a mild washing powder or detergent and warm water, soak for 5 minutes, gently wash and rinse thoroughly in clean water
- Machine wash - wash as wool at 40°C following manufacturer's instructions
- Do not allow the heat controller to be immersed in liquid

Drying instructions

- Never wring the heated mattress topper
- Re-shape the product prior to drying
- Air dry on a clothesline, avoid using pegs in the wire sections as this may damage the circuit
- Tumble dry on a low heat setting if required
- Please ensure the heated mattress topper is completely dry before use

After washing, please inspect before use

Inspect to ensure that no wire is visible through the surface, ensure the wires have not formed loops or twisted back by holding it up to the window. Check the controllers and power supply cord and plug regularly for cuts or damage.

Storing your heated mattress topper

- Allow the heated mattress topper to fully cool before storing away
- Make sure the heated mattress topper is stored without any heavy items on top as this could cause deep creases and damage to the wiring
- When not in use for long periods, unplug the appliance from the main socket

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Your Guarantee

Please retain the retailer receipt or order confirmation as proof of purchase.

This guarantee is valid if the appliance has been used for domestic use only and in accordance with the instructions provided. All Silentnight products are individually tested before leaving the factory. If a fault develops within 28 days of purchase, please return to the place of purchase for a replacement.

Please check the following if the heated mattress topper fails to operate:

- The plug and socket have not become disconnected
- The supply plug is correctly connected to the flex
- Check the supply fuse and 3 amp plug fuse

If a fault develops after 28 days and within the 36 months of original purchase, please contact our customer service helpline.

Telephone: **03303 322 575** Email **customerservices@comfygroup.co.uk**
 09:00 - 17:00 Monday - Thursday
 09:00 - 16:00 Friday

You will be asked to return the product to the address below, together with proof of purchase and your contact details:

Comfy Quilts Ltd
Hanson Point, Hanson Close
Middleton, M24 2HD

Exclusions

Silentnight shall not be liable to replace the goods under the terms of the guarantee in the following cases:

- Fault caused through accidental use, misuse, negligence, or used contrary to the manufacturers' recommendations and care instructions
- Used on the incorrect voltage supply
- If the product has been tampered with by an unqualified person

This guarantee does not affect your statutory rights as a consumer. The guarantee does not confer any rights other than those expressed, and we shall not be liable for any indirect or consequential loss or damage.

To validate your guarantee please register your product online at www.silentnightguarantee.co.uk

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