



- Heated Mattress Pad User Manual
- Size: 6in w x 8.5 H each page

6in

WARNING: DO NOT USE THIS PRODUCT IF YOU ARE

- A child under the age of 12.
- Immobile or incapacitated.
- Diabetic or insensitive to heat.
- Anyone who cannot clearly understand the instruction and/or operate the controls.

E&E Co. Ltd.
45875 Northport Loop East
Fremont, CA 94538

Made in China



User Manual

Mattress Pad

**WARNING
IMPORTANT INSTRUCTIONS
DO NOT DESTROY**

Thank you for buying this Serta® Mattress Pad.

INTRODUCTION

Please read this user manual carefully and keep it in a safe place for future reference. If you need any assistance, please contact our support team with your product model number.

IMPORTANT INSTRUCTIONS DO NOT DESTROY READ CAREFULLY BEFORE USING THIS PRODUCT

INCLUDED

1 x Heated Mattress Pad
1 x controller(Twin, TXL, Full) 2x controllers (Queen, King, Cal King)
1 x User manual
(Note: Please check first to make sure the product is complete without any damage. If you have any doubt, please feel free to contact us.)

Product Specifications

Model	PNMP T.???	PNMP TX.???	PNMP F.???	PNMP Q.???	PNMP K.???	PNMP CK.???
Size	Twin	Twin XL	Full	Queen	King	Cal King
Name	Heated Mattress Pad					
Input voltage	AC 120Vac / 60Hz					
Rated power	150W	150W	150W	150W x 2	150W x 2	150W x 2
Timing setting	1-12 hours					
Product Dimensions	39in. * 75in.	39in. * 80in.	54in. * 75in.	60in. * 80in.	78in. * 80in.	72in. * 84in.

IMPORTANT WARNINGS AND SAFEGUARDS READ INSTRUCTIONS CAREFULLY

- 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. This item should not be used with power strips or extension cords.
- 2) Do not fold when in actual use, this may cause excessive heating.
- 3) Do not use with a child under the age of 12, a helpless person or a person insensitive to heat (including, but not exclusive to diabetics).
- 4) Do Not route electrical cords between the mattress and box springs. Do not allow the cords to be pinched.
- 5) Do not dry clean this Bedding Product. Cleaning solvents may have a Deteriorating effect on the insulation of the Heating Element.
- 6) Do Not Tuck in the Wired area or the Plug or Supply Cord.

- 7) Do not tuck the face of the mattress pad or any cords into a mattress or other furniture.

- 8) For Mattress Pads only, Do Not use with rocking chairs, recliners, chairs with casters or wheels, or other furniture subject to movement.

- 9) Always turn off the controller(s) for this warming product when not in use.

- 10) Never put the controller(s) in bed under the Mattress Pads; 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 warming Mattress Pad item 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) Not For Hotel, Motel or other institutional use.

- 15) Wrapping of cords around the controller may damage the cord. Loop cords loosely when storing.

- 16) If improper operation of this bedding is observed, discontinue it's use IMMEDIATELY and consult the manufacturer. Regarding it's repair, contact E&E Co. Ltd customer service at jlacs@jlahome.com or on our website support.ee1994.com.

- 17) This item must be washed before returning to E&E CO.Ltd, For any type of inspection after use of the product by consumer.

- 18) 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.

- 19) DO NOT USE commercial dryers or the dryers at your local laundromat. They get too hot and would damage the wiring circuits of the warming product.

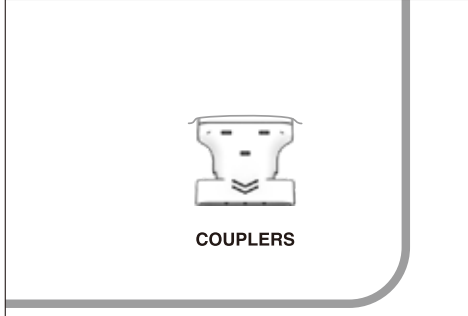
- 20) DO NOT IRON THIS MATTRESS PAD.

- 21) After Washing, WARMING PRODUCT MUST BE COMPLETELY DRY BEFORE USING.

PRODUCT OPERATION GUIDE

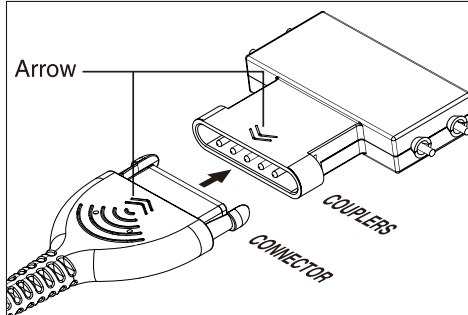
STEP 1

Install heated mattress pad on the top of the mattress with the couplers at the foot end of the bed.



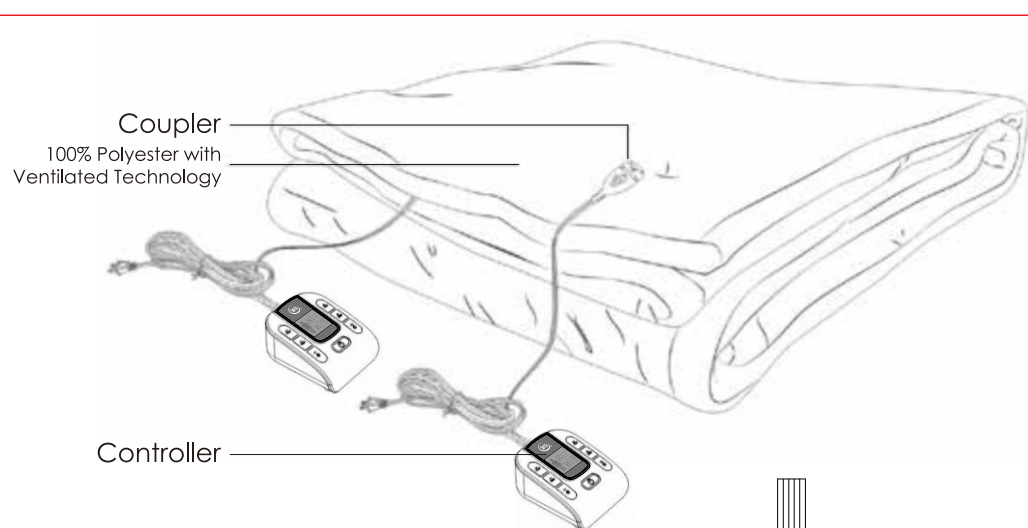
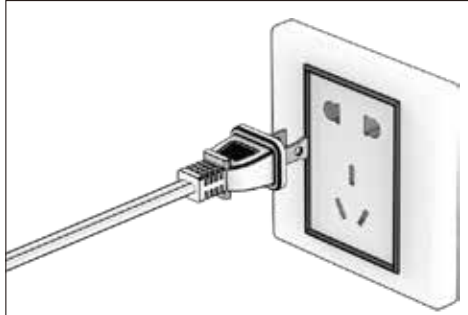
STEP 2

Connect Power Cord to the heated mattress pad by matching the arrow on the connectors to the arrow on the couplers. Once the arrows are aligned, push power cord connectors into the couplers until they are securely connected.



STEP 3

Plug Controllers into the wall outlet (120V,60Hz)Twin/Twin XL/Full size have one controller while Queen/King/CAL King size have two controllers.



Controller Features:

Multi-Zoned Heating:

This product is designed for multi-zoned heating. It can provide different heat levels to your torso and your feet.

Heat Mode:

There are 10 heat levels for both your upper and lower body. 0-L-2-3-4-5-6-7-8-9-H.

"0" means the heating function is off.
"L" is the low heat setting (ie. Heat setting 1).
"H" is the high heat setting (ie. Heat setting 10).

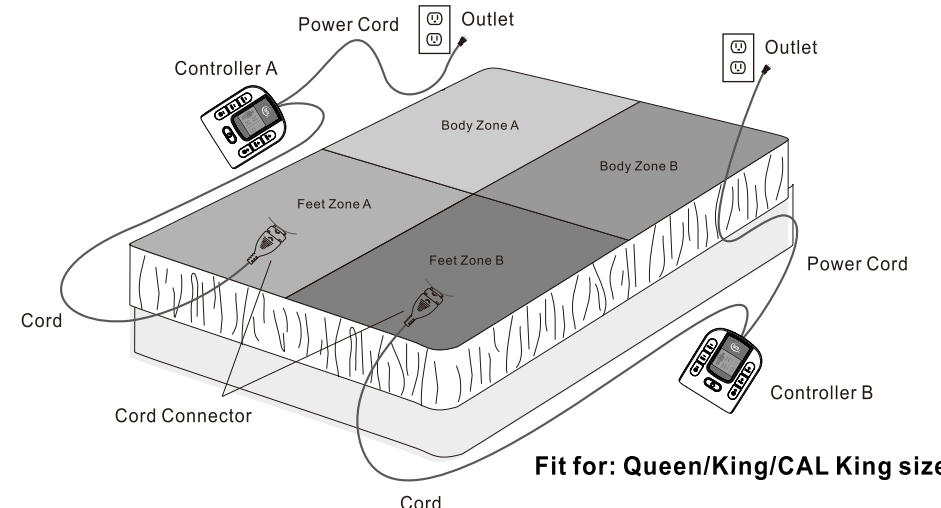
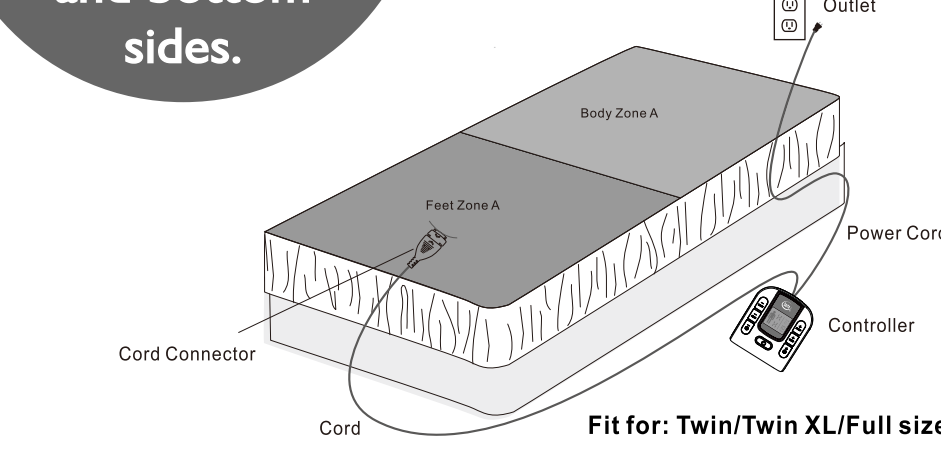
Auto Shut Off / Timer Mode:

The auto off is adjustable between 1 and 12 hours. After a power outage, the memory function restores your previous settings, retaining both the auto-off timer and the heat levels when turned back on. This memory feature is designed to retain your last settings, delivering personalized comfort every time you use it.

**Zoned
Heating for
adjustable
temperature
options on top
and bottom
sides.**



2- DIFFERENT ZONE TEMPERATURES.



To Use:

1. Switch on the button " " to turn on. The timer can be set for 1 to 12 hours, and the temperature can be set to 1 to 10 levels, then switches off and reverts to previous settings (memory mode)
2. Switch the " " and " " to get the suitable heating level for Body Zone.
3. Switch the " " and " " to get the suitable heating level for Feet Zone.
4. Switch the " " and " " to set the suitable auto shut off time.
5. Switch on the button " " again to turn off the product.

Note: Twin/Twin XL/Full Size: 1 x controller;
Queen/King/CAL King Size: 2 x controller

Note: For the Queen, King and CAL King size with 2 controllers, which can work separately. Just set up different function as above steps on each controller.

MAINTENANCE

1. Store the product only after it is completely cool and dry. Store in an airy, dry environment.
2. Make sure the product is completely cool before folding or the internal wire may be damaged.
3. Loop the cord loosely.

Troubleshooting:

If an ERROR is detected the controller display will flash an "F" and the power to the heating element will not be turned on. If you have this "ERROR" condition, follow the instructions below. For 10 setting controllers, the LED's will flash when an error is detected.

- 1) Turn off the controller power switch.
- 2) Unplug the controller power cord from the 120 VAC Wall outlet.
- 3) Be certain that the cord from the controller(s) to the Mattress Pad is securely connected to the module on the Mattress Pad.
- 4) Plug the controller power cord back into the 120VAC wall outlet.
- 5) Turn the power back on to see if the error condition still exists.
- 6) After performing the above steps, if the controller still indicates an error condition, turn the controller off and unplug the power cord from the VAC wall outlet. Contact customer service from technical support.
- 7) If the warming product is a dual control model and only one side indicates the "ERROR" turn off both controls, then reverse the controller. This is an indicator of whether it is a controller problem or a problem in the warming product heating circuit.

If the error condition continues, contact E&E Co. Ltd customer service at jlacs@jlahome.com or on our website support.ee1994.com for further assistance.

For additional product information, visit our website <https://support.ee1994.com>, and check the manuals page, or scan this code:



Q&A

Problem	Cause	Solution
The product does not produce enough heat or does not work.	Heat levels are designed with safety in mind and may not get as hot as you'd like. The product may also be defective.	Leave the product in the 'on' position for 30 minutes with a light cover on top of it. If you still cannot feel any heat, please contact customer service.
The Product does not work upon arrival.	There may be a product malfunction.	When you open the product, take it out from the packing and place it flat (do not fold). Check to insure the coupler and main power plug have been connected properly, then switch the power on to check whether the product works normally or not. If the product does not work normally, please contact our customer service.
The product does not heat evenly.	The product may be folded or the internal heating wire may have been coiled during use.	Lay the Mattress Pad flat. Take your hand and gently run along the length of the wire. If you find a twisted wire, manually shift it back into place. Place the Mattress Pad flat when in use. The temperature of the Mattress Pad where the human body is touching the heating zones will be higher than the areas not being touched. This is normal.
The product no longer works after being used for a period of time.	The product may have had a short or other malfunction.	Please contact customer service.

Problem	Cause	Solution
The screen flashes "F1".	The setup has been done in the incorrect order or a fuse has been blown.	Unplug the product and start over. The connector should be plugged in first, then the product can be plugged into the wall. If this does not help, please discontinue use and contact customer service.
The screen flashes "F3".	The product has malfunctioned for safety purposes.	Discontinue use and contact customer service.

If the above suggestions do not solve your issue, there may be a malfunction in the product which caused a permanent safety function to activate. Please contact our customer service. Please have available proof of purchase (if available), a picture of the back of the controller and a picture of the care label of the heated pad.

Warranty

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 HERE IN:

To Obtain Warranty Service

For any questions you may have about your warming product, please contact E&E CO.Ltd. customer service at jlacs@jlahome.com or on our website support.ee1994.com. For questions and concerns that cannot be handled on the website or email, our customer service phone number is 1-866-456-8852.

If instructed to return your product for repair or replacement by our customer service department, attach a tag to the product (do not use pins) that includes your name, address and daytime telephone number. 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. Ship the product only to the address provided by Customer Service, NOT the address listed below.

E&E Co. Ltd.
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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.

FCC

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.

Changes or modifications not approved by E&E Co. Ltd. could void the users authority to operate this equipment.