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› SoftHeat Queen Heated Mattress Pad Instruction Manual - Model MP_Q

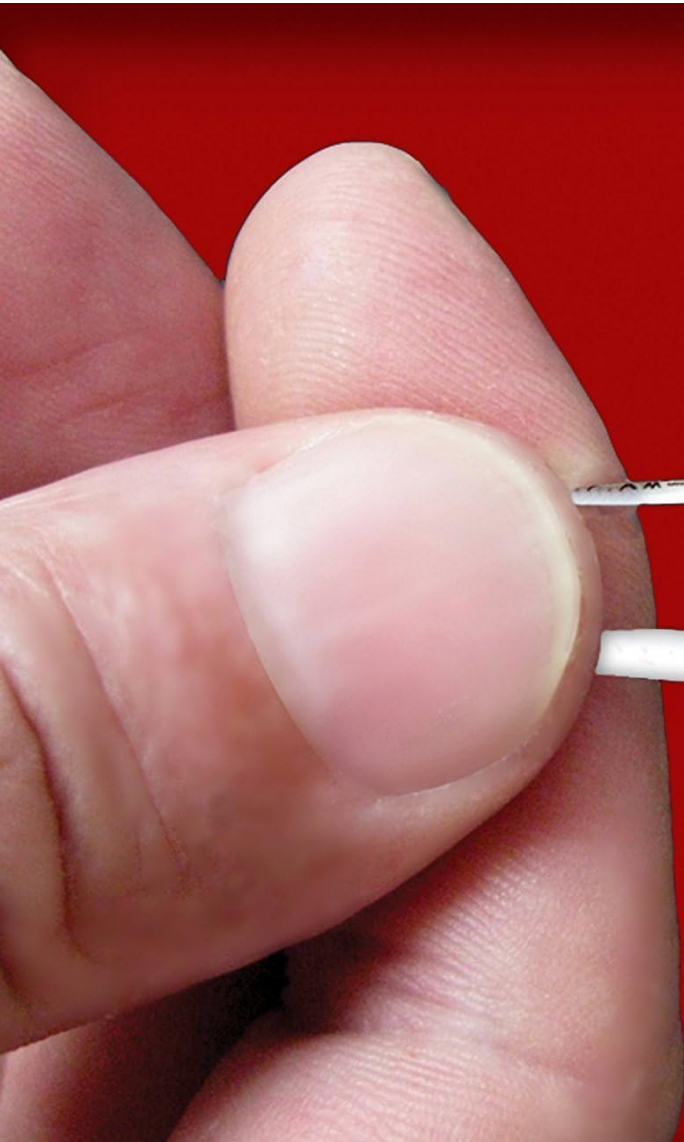
SoftHeat MP_Q

SoftHeat Queen Heated Mattress Pad Instruction Manual

Model: MP_Q

INTRODUCTION

This manual provides essential information for the safe and effective use of your SoftHeat Queen Heated Mattress Pad. This product is designed to provide consistent warmth and comfort using patented low-voltage technology. It features a soft micro-velour fabric top, multiple heat settings, and an automatic shut-off for convenience and safety.



SOFT HEAT® WARMING WIRES

Thinner, Flexible, lays flat,
undetectable, even –
consistent warmth

TRADITIONAL WARMING WIRES

Thick, rigid, doesn't lay
flat, detectable inside
fabric and uncomfortable
hot and cold spots

Image: The SoftHeat Queen Heated Mattress Pad correctly placed on a bed, ready for use.

SAFETY INFORMATION

The SoftHeat Heated Mattress Pad utilizes patented Safe & Warm low-voltage technology, which is certified as non-hazardous. This technology converts standard 120-volt household power to less than 25 volts, making it safe in the presence of moisture and for use around pets. It also emits no electromagnetic fields (EMFs).

- Automatic Shut-off:** The pad is equipped with an automatic shut-off feature that activates after 10 hours of continuous use.
- Over-temperature Protection:** Built-in over-temperature protection ensures safe operation.
- UL Listed:** This product is UL listed by Underwriter Laboratories, confirming its adherence to safety standards.

SAVE BY LOWERING YOUR THERMOSTAT					
If your current monthly heating costs are:		If you turn your home thermostat down you may save this amount of money each month:			
		4°	8°	12°	16°
\$100	You Save	\$4	\$8	\$12	\$16
\$200	You Save	\$8	\$16	\$24	\$32
\$300	You Save	\$12	\$24	\$36	\$48
Savings based on US Dept. of Energy estimates. Actual savings may vary.					

	Soft Heat® HEATED BLANKET	STANDARD HEATED BLANKET
SAFETY	Non-hazardous low voltage uses less than 25 volts	Operates using 120 volts
CARE	Retains original shape after washing	Shrinks after washing
COMFORT	75% smaller wires are imperceptible to the touch & Small socket connection placed out of the way 	Bulky, uncomfortable wires & Large socket can disrupt your sleep 



Patented Safe & Warm™ Technology is the only UL® listed non-hazardous low voltage warming technology



Images: Left, a comparison of SoftHeat's safety, care, and comfort features against standard heated blankets. Right, a visual comparison demonstrating the thinness and flexibility of SoftHeat's warming wires compared to traditional, bulkier wires.

SETUP

1. **Placement:** Place the SoftHeat Queen Heated Mattress Pad directly on top of your mattress. Ensure it is spread evenly and smoothly across the mattress surface.
2. **Secure Fit:** The pad features a deep elastic skirt designed to fit securely around mattresses up to 10 inches thick. Pull the skirt over the sides and corners of your mattress to ensure a snug fit.
3. **Controller Connection:** Locate the connection plug on the mattress pad. For optimal convenience, position this plug at the head of your bed, on the side against the headboard. Connect the controller cord to this plug.
4. **Power Connection:** Plug the controller's power cord into a standard 120-volt AC wall outlet. For Queen and King sizes, two separate controllers and power cords are provided for dual heating zones. Ensure both are plugged into a suitable power source. A UL-listed power strip may be used if necessary.
5. **Cover with Sheets:** Once the pad is securely in place and connected, cover it with your fitted sheet and other bedding as usual.



Image: The SoftHeat Queen Heated Mattress Pad installed on a bed, showing the controller placed on the bedside table.

OPERATING INSTRUCTIONS

Your SoftHeat Queen Heated Mattress Pad features an easy-to-use controller with multiple heat settings and an automatic shut-off function.

1. **Turning On/Off:** Press the 'ON/OFF' button on the controller to turn the pad on or off.
2. **Adjusting Heat Settings:** Rotate the knob on the controller to select your desired heat level. Settings range from 'LO' (Low) through 1-9, up to 'HI' (High). The chosen setting will be displayed digitally.
3. **Dual Controls (Queen Size):** For Queen and King size pads, two individual controllers are provided, allowing each side of the bed to have its own heat setting. This enables personalized comfort for two users.
4. **Pre-heating:** For optimal warmth, turn on the pad approximately 30 minutes before you plan to use the bed. Lower heat settings will reach desired warmth faster than higher settings.
5. **Automatic Shut-off:** The pad will automatically turn off after 10 hours of continuous operation. To restart, simply press the 'ON/OFF' button again.

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Video: Demonstrates the ease of use of the SoftHeat controller, showing how to adjust heat settings and turn the unit on/off. Also highlights the thin wires and machine washability of SoftHeat products.

MAINTENANCE

The SoftHeat Queen Heated Mattress Pad is designed for easy care and is machine washable and dryable. Always follow the care instructions on the product label to ensure longevity and proper function.

1. **Disconnect Power:** Before washing, always unplug the power cords from the wall outlet and disconnect the controllers from the mattress pad.
2. **Machine Wash:** Wash the mattress pad in a commercial-size washing machine on a gentle cycle with mild detergent. Use cold or lukewarm water. Do not bleach.
3. **Machine Dry:** Tumble dry on a low heat setting. Ensure the pad is completely dry before reconnecting the controllers and using it again. Avoid high heat, which can damage the internal wiring.
4. **Storage:** When not in use, store the mattress pad in a cool, dry place. Ensure it is completely dry before folding and storing.

TROUBLESHOOTING

If you experience any issues with your SoftHeat Queen Heated Mattress Pad, please review the following common solutions:

- **Pad Not Heating:** Ensure all connections are secure, including the power cord to the wall outlet and the controller to the pad. Verify the controller is turned on and a heat setting is selected.
- **Uneven Heating:** Check that the pad is spread smoothly on the mattress without any bunched areas. Ensure the controller is set to the desired temperature.
- **Controller Display Not Working:** Confirm the power cord is securely plugged into a working outlet. Try unplugging and re-plugging the unit to reset the controller.
- **Automatic Shut-off Too Soon:** The pad is designed to shut off after 10 hours. If it shuts off sooner, ensure there are no heavy objects or excessive bedding compressing the pad, which could trigger safety features.

If the problem persists after attempting these steps, please refer to the Warranty & Support section for further assistance.

SPECIFICATIONS

Brand	SoftHeat
Model Name	MP_Q
Size	Queen (60" x 80" x 10")
Material	Micro-velour (100% microplush velour polyester)
Fabric Type	Nylon
Special Feature	Washable, Low-Voltage Technology, Auto Shut-Off, Dual Controls
Product Care Instructions	Machine Wash
Item Weight	6.7 pounds
Power	Low-Voltage (less than 25 volts)

WARRANTY & SUPPORT

The SoftHeat Queen Heated Mattress Pad comes with a**5-Year Warranty**. For warranty claims, product support, or further assistance, please refer to the manufacturer's official website or contact their customer service directly. Keep your proof of purchase for warranty validation.

