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Imetec CHP-01

Imetec Relaxy Intellisense CHP 01 Thermal Pad User Manual

Model: CHP-01 | Brand: Imetec

1. PRODUCT OVERVIEW

The Imetec Relaxy Intellisense CHP 01 is an intelligent thermal pad designed to provide targeted heat therapy for the cervical, back, and shoulder areas. It features advanced technology to adapt temperature for optimal comfort and effective relief.

- **Intellisense Technology:** Automatically adjusts temperature based on usage area (cervical, back, shoulders).
- **Digital Control:** Offers 5 temperature settings for personalized heat therapy.
- **Ultra-Fast Heating:** Quickly reaches the desired temperature.
- **Auto-Off Function:** Automatically shuts off after 3 hours of continuous use for safety.
- **Comfortable Fabric:** Made from soft, washable, anti-allergic, and breathable microfiber.
- **Removable Cover:** External cover is removable and washable for hygiene.
- **Low Energy Consumption:** Designed for energy efficiency.



Figure 1: Imetec Relax Intellisense CHP 01 Thermal Pad, showing its overall design and integrated controller.

2. SAFETY INFORMATION

Please read all safety warnings and instructions carefully before using this product to prevent injury or damage.

- **IMETEC Electro Block System:** This product is equipped with a total safety system that prevents overheating and ensures safe operation.
- **Automatic Shut-off:** The 3-hour auto-off function automatically turns off the heating pad after 3 hours of use, reducing the risk of accidents.
- Do not use the thermal pad while sleeping.
- Do not use on infants, incapacitated persons, or persons insensitive to heat.
- Avoid folding or creasing the pad sharply during use.
- Do not insert pins or other sharp objects into the pad.
- Keep the control unit dry and away from water.
- Always disconnect the power cord from the outlet when not in use or before cleaning.



Figure 2: The IMETEC Electro Block logo, indicating the integrated safety system.

3. SETUP

1. **Unpack the Product:** Carefully remove the thermal pad and its accessories from the packaging. Retain the packaging for future storage or transport.
2. **Inspect for Damage:** Before first use, visually inspect the thermal pad, power cord, and control unit for any signs of damage. Do not use if any damage is observed.
3. **Connect to Power:** Ensure the control unit is securely connected to the thermal pad. Plug the power cord into a suitable electrical outlet.
4. **Positioning:** Place the thermal pad on the desired area of your body (cervical, back, or shoulders). The ergonomic design is intended to conform to these areas.



Figure 3: The thermal pad with its digital controller, ready for connection and use.

4. OPERATING INSTRUCTIONS

Follow these steps to operate your Imetec Relaxy Intellisense CHP 01 Thermal Pad:

1. **Power On:** Press the power button on the digital control unit to turn on the device. The indicator light will illuminate.
2. **Select Temperature:** Use the temperature selection button (or dial, depending on model) to choose one of the 5 available temperature settings. The selected level will be displayed on the control unit.
3. **Apply to Area:** Position the thermal pad comfortably on your neck, back, or shoulders. The Intellisense technology will adapt the heat distribution.
4. **Automatic Shut-off:** The device will operate for 3 hours and then automatically turn off. If you wish to continue therapy, you must manually restart the device.
5. **Power Off:** To turn off the device manually, press the power button again. Disconnect from the power outlet after use.





Figure 4: Detailed view of the digital control unit with temperature settings (1-5) and power button.



Figure 5: Example of the thermal pad being used on the back and shoulders for relaxation.



Figure 6: Example of the thermal pad being used on the back and shoulders during light activity.

5. MAINTENANCE

Proper care and maintenance will extend the life of your thermal pad.

- **Cleaning the Pad:** The soft microfiber fabric and external cover are washable. Always disconnect the control unit from the pad before washing. Refer to the care label on the product for specific washing instructions (e.g., hand wash or machine wash on a gentle cycle with cold water).
- **Drying:** Allow the pad and cover to air dry completely before reassembling or storing. Do not tumble dry or iron.
- **Cleaning the Control Unit:** Wipe the control unit with a dry or slightly damp cloth. Do not immerse the control unit in water or use abrasive cleaners.
- **Storage:** When not in use, store the thermal pad in a clean, dry place, preferably in its original packaging. Avoid placing heavy objects on top of the pad.



Figure 7: Close-up view of the soft, quilted microfiber fabric of the thermal pad.

6. TROUBLESHOOTING

If you encounter any issues with your thermal pad, please refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Pad does not heat up.	Not plugged in; power button not pressed; faulty connection; safety system activated.	Ensure the power cord is securely plugged into an active outlet. Press the power button. Check that the control unit is firmly connected to the pad. If the safety system (Electro Block) has activated, unplug the device, wait a few minutes, and try again. If the problem persists, contact customer support.
Pad heats unevenly or too little.	Incorrect temperature setting; pad folded or creased.	Increase the temperature setting on the digital control. Ensure the pad is laid flat and not folded or creased during use.

Problem	Possible Cause	Solution
Pad automatically turns off too soon.	Normal 3-hour auto-off function; safety system activation.	The device is designed to turn off after 3 hours. If it turns off significantly sooner, unplug the device, wait, and try again. If it continues to shut off prematurely, the safety system might be detecting an issue; contact customer support.

7. SPECIFICATIONS

Feature	Detail
Brand	Imetec
Model Name	CHP-01
Product Model Number	16059
Pad Dimensions (approx.)	42 x 38 cm (16.5 x 15 inches)
Overall Product Dimensions	48 x 38 x 42 cm (18.9 x 15 x 16.5 inches)
Weight	100 g (0.22 lbs)
Material	Microfiber
Temperature Settings	5 levels
Wattage	110 Watts (Max)
Special Features	Intellisense heating technology, 3-hour auto-off, Electro Block safety system, washable cover.
Color	Beige and Burgundy

Note: The product description mentions "Low energy consumption: only 15 W", while specifications list "Wattage: 110 watts". The 110W likely refers to the maximum power output, while 15W might refer to average consumption or a specific low setting.

8. WARRANTY AND SUPPORT

For warranty information and customer support, please refer to the documentation included with your purchase or contact Imetec directly.

- **Warranty:** Keep your proof of purchase (receipt or invoice) as it may be required for warranty claims. The warranty period typically covers manufacturing defects.
- **Customer Support:** If you experience any issues not covered in the troubleshooting section, or require further assistance, please contact Imetec customer service. Contact details can usually be found on the manufacturer's website or in the product packaging.
- **Online Resources:** Visit the official Imetec website for product registration, FAQs, and additional support resources.

