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Bearhug HPU-002

Bearhug XXL Electric Heated Pad HPU-002 User Manual

Model: HPU-002

Important Safety Instructions

Please read all instructions carefully before using the Bearhug XXL Electric Heated Pad. Failure to follow these instructions may result in electric shock, fire, or injury.

- **Voltage:** Use only with the correct voltage: 120V/60Hz.
- **Avoid Prolonged Use:** Do not use the heating pad on one body area for prolonged periods to prevent burns.
- **Sharp Objects:** Do not use sharp objects on this product.
- **Wire Entanglement:** Prevent wire entanglement during use and storage.
- **Overlapping:** Avoid overlapping the heating pad with other heating products.
- **User Ability:** Not suitable for individuals with limited self-care abilities, infants, or persons insensitive to heat.
- **Unattended Use:** Do not leave the heating pad unattended while in use.
- **Storage:** Turn off and unplug the device when not in use. Store in a cool, dry place.
- **Water and Conductive Substances:** Keep away from water and other conductive substances to prevent electric shock.
- **Direct Contact:** Avoid direct contact with the heating element to prevent burns.



Figure 1: Safety Essentials for the Bearhug Heating Pad.

Product Features

- **Double-Sided Faux Fur:** Crafted with soft, premium faux fur for comfort and durability.
- **6 Heat Levels:** Customizable heat settings ranging from 90°F to 108°F.
- **2-Hour Auto-Off:** Automatic shut-off feature for enhanced safety.
- **Moist & Dry Heat Therapy:** Supports both moist and dry heat applications for versatile pain relief.
- **Machine Washable:** Detachable controller allows for easy machine washing of the pad.
- **ETL Certified:** Ensures product safety and quality standards.
- **Extra-Large Size:** Measures 17" x 33" to cover larger body areas like the entire back.



Figure 2: Double-Sided Faux Fur and Key Features.

Setup and Operation

1. Initial Setup

1. Unpack the heating pad and controller from the packaging.
2. Ensure the pad and controller are clean and free from damage.
3. Connect the controller cord securely to the heating pad.
4. Plug the power cord into a standard 120V/60Hz electrical outlet.

2. Operating the Heating Pad

- **Power On/Off:** Press the power button on the controller to turn the heating pad on or off.
- **Adjust Heat Levels:** Use the '+' and '-' buttons on the controller to cycle through the 6 heat settings (90°F to 108°F). The current heat level will be displayed on the controller.
- **Auto-Off Feature:** The heating pad is equipped with a 2-hour auto-off function for safety. It will automatically power down after approximately 2 hours of continuous use. To restart, simply press the power button again.



Figure 3: Heat Levels and Auto-Off Feature.

3. Moist Heat Therapy

For moist heat therapy, lightly dampen the heating pad with water using a spray bottle. Do not soak the pad. Ensure the pad is not dripping wet before use. Moist heat can provide deeper penetration and increased circulation.



Figure 4: Applying Moist Heat Therapy.

4. Recommended Usage Areas

The extra-large size (17" x 33") is designed to cover various body parts for targeted relief:

- Entire back (neck to hip)
- Lower abdominal area
- Shoulders and neck
- Legs and knees
- Feet

Figure 5: Versatile Use of the Extra-Large Heating Pad.

MAINTENANCE

Cleaning Instructions

1. Always unplug the heating pad from the electrical outlet before cleaning.
2. Detach the controller from the heating pad.
3. Machine wash the heating pad in cold water on a gentle cycle.
4. Do not tumble dry. Air dry completely before reattaching the controller and using.
5. Do not iron the heating pad.
6. Do not bleach or use harsh cleaning agents.



Figure 6: Machine Washing the Heating Pad.

Troubleshooting

Problem	Possible Cause	Solution
Heating pad does not turn on.	Not plugged in correctly; power outlet issue; controller not connected properly.	Ensure the power cord is securely plugged into a working outlet. Check that the controller is firmly connected to the pad.
Pad is not heating sufficiently.	Low heat setting selected; internal element issue.	Increase the heat setting using the '+' button. If the issue persists, contact customer support.
Heating pad turns off unexpectedly.	2-hour auto-off feature activated; overheating protection.	This is normal operation for the 2-hour auto-off. Press the power button to restart. If it shuts off frequently before 2 hours, ensure it's not folded or covered excessively, which could trigger overheating protection.

Specifications

- **Model Number:** HPU-002
- **Dimensions:** 17" x 33" (Extra-Large)
- **Material:** Double-Sided Faux Fur
- **Heat Settings:** 6 levels (90°F to 108°F)
- **Auto-Off Timer:** 2 hours
- **Power:** 120V/60Hz
- **Certifications:** ETL Certified



Figure 7: Available Sizes of Bearhug Heating Pads.

Warranty and Support

Bearhug offers a 5-year repair warranty for this product. For any quality problems or support inquiries, please contact Bearhug customer service. They provide 7x24-hour online customer service.
Contact information may be found on the product packaging or the official Bearhug website.



Figure 8: Product Certifications and Warranty Information.

Official Product Video

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Video 1: An official overview of the Bearhug Heating Pad, demonstrating its features and use.

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