

**READ INSTRUCTIONS CAREFULLY**

**Thank you for buying this Mattress Pad.**

The use of this Automatic Product will give you maximum comfort.

We know you will enjoy this product for years to come.

This manual contains operating instructions for all Mattress Pads with Model Numbers;

**SCMP**

**IMPORTANT INSTRUCTIONS**

**DO NOT DESTROY**

**WE RECOMMEND THAT YOU KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE**

**READ CAREFULLY BEFORE USING THIS PRODUCT**

- 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 on an Infant, a Helpless Person or a Person Insensitive to heat, such as a Person with Poor Blood Circulation.**
- 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 of this product.
- 7.) **Do not tuck the Mattress Pad or supply cord in a sofa or other furniture. All portions of the Mattress Pad or controller should be visible at all times.**
- 8.) For Throws 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 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 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 its use IMMEDIATELY and Consult the Manufacturer or the Dealer Regarding its repair. Contact E&E Co. Ltd customer service at: 1-866-456-8852**
- 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 warming circuits of the warming product.
- 20.) **DO NOT IRON THIS MATTRESS PAD.**
- 21.) After Washing, **WARMING PRODUCT MUST BE COMPLETELY DRY BEFORE USING.**

Part No. SCMPM1.0



**Features, Quick Setup and Troubleshooting for this Automatic Mattress Pad**

**Control Model #: SCMP 2.?.? style controllers for use only with Type SCMP ???.???.?? Model Mattress Pads.**

**Features:**

- AUTO-OFF – this feature is designed for safety and conservation of energy by automatically turning your warming product off after approximately 10 hours of continuous use. The Auto-off function engages 10 hours from the time the control is first turned On. The 10 hour timer for this feature restarts any time the controller power is manually turned off or AC power is lost. This feature works independently for each control.
- SLEEP MODE (AUTO OFF) FEATURE; Available on 20 setting controllers only. This feature allows you to maximize your energy conservation, comfort and convenience by setting the length of time the Mattress Pad operates before it shuts Off. This feature can be set when controller is on or off. Press the “Sleep” key, then use “Up” or “Down” key to set the operating time before shutdown The operating time will be indicated on the display as # of hours in the left digit followed by H in the right digit. The time setting can only be set in 1 hour increments. (Ex. “1H” for 1 hour, “2H” for 2 hours). When the desired operating time is displayed, , then press “Sleep” key again or wait for controller to time out and return to setting level. The maximum allowed time is 10 hours and this is also the default time if “Sleep” is not used.

Factory default feature reset; .

To reset all features to the factory default, unplug the power cord from the 120V wall outlet. Press and hold the On/Off Key and while keeping this pressed, plug the power cord in to the wall outlet. All programmable features will now be reset to the factory defaults.

- 20 TEMPERATURE SETTINGS select your personal comfort zone
- PREHEAT/Temperature Boost FEATURE – This Feature reduces the wait time to achieve your desired comfort level. When turned on the display (20 setting model) will show a “P” to indicate Preheat/Boost is in operation. The preheat cycle has a 1 hour built in timer. This feature can also act as a temporary temperature boost and can be used at any time the Mattress Pad is in operation. Turn this feature off at any time by pressing the preheat button again. At the end of the preheat timer cycle the controller will return to your desired heat setting and this is indicated on the display or Led’s. The heat level settings cannot be changed while the Preheat function is operating.
- AUTO DIMMING DISPLAY – for night time use

**Mattress Pad Setup:**

- 1) Never use a control unit with this warming Mattress Pad other than the one supplied with this product or one provided by the manufacturer.
- 2) Do not plug the Controller main power cord into the wall outlet until you have completely set up the Mattress Pad per these instructions. Always make sure the power cord is disconnected from the 120VAC wall outlet whenever you connect or disconnect your Mattress Pad from its controller.
- 3) Place the Mattress Pad on the bed with the label facing outward and at the bottom end of the bed. Make sure the Mattress Pad is secured in place by tucking the skirt under the mattress at both ends and both sides. Plug the cord from the controller into the module at the bottom of the Mattress Pad until the plastic lock clicks into place. DO NOT attempt to force the plug. The plug module is intended to fit in only one direction. If the plug does not fit into the module, reverse the plug. To disconnect the controller from the Mattress Pad, Press the Button on the connector module and pull straight out.
- 4) Route the cord under the bed, NOT between the mattress and box springs. Avoid any tangling or pinching.
- 5) Plug the Mattress Pad controller main power cord into a 110-120 volt 60 HZ wall outlet. For Dual Control Models, both controllers do not have to be plugged in for one controller to function.
- 6) Press the “On” switch to turn the Mattress Pad Controller’s Power on. Upon turning on the Controller the display will indicate the current heat setting of the controller (1 through 20). If an “E” is displayed, this indicates an error condition. Follow the instructions in the troubleshooting section below. Using the Up and Down buttons, marked with an arrow, set the controller to the desired heat setting. Remember to always turn the Mattress Pad controller OFF when not being used.
- 7) You can now use the Preheat feature if desired.
- 8) To restart after a power failure Press the “On” button and the Mattress Pad controller will return to your previous setting and operate in normal mode.

**For Smart Home or Automatic Timer use, this feature must be enabled on the Mattress Pad controller.**

To activate this feature;

1. Turn the controller off.
2. While off, Press and hold the “PREHEAT” key for approximately 2 seconds until the display Blinks **AO**.
3. Release the “Preheat” button and allow the display to turn off.
4. The controller should now be in automatic mode.
5. To test, turn controller on and allow the display to dim. Do NOT turn the controller off using the power switch. Disconnect the power cord from wall outlet, wait 5 seconds, then plug the power cord back in the wall outlet. The controller should power on, perform a power up test, then remain operating at the last setting used during previous operation.

To disable this feature:

1. Turn the controller off.
2. While off, Press and hold the “PREHEAT” key for approximately 2 seconds until the display Blinks **OF**.
3. Release the “Preheat” button and allow the display to turn off.
4. The controller should now be in normal operation mode.
5. To test, turn controller on and allow the display to Dim. Do NOT turn the controller off using the power switch. Disconnect the power cord from wall outlet, wait 5 seconds, then plug the power cord back in the wall outlet. The controller should Only perform a power up test, then shut off.

**Troubleshooting:**

**If an ERROR is detected the controller display will flash an “E”, “E1”, E2”, “E3”, or “E4” and the power to the heating element will not be turned on. If you have this “ERROR” condition, follow the instructions below.** Turn off the controller power switch.

- 1) Unplug the controller power cord from the 120 VAC Wall outlet.
- 2) Be certain that the cord from the controller(s) to the Mattress Pad is securely connected to the module on the Mattress Pad.
- 3) Plug the controller power cord back into the 120 VAC wall outlet.
- 4) Turn the power back on to see if the error condition still exists.
- 5) After performing the above steps, if the Controller still indicates an error condition, turn the controller off and unplug the power cord from the 120 VAC wall outlet. Contact customer service for technical support.
- 6) If the warming product is a dual control model and only one side indicates the “Error” turn off both controls, unplug, then reverse the Controllers to the opposite side of the warming product. Make a note if the same side still shows an “Error” or if the same Controller still shows the “Error”. 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 our Customer Service toll free number 1-866-456-8852 for further technical assistance.**

**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.



## Frequently Asked Questions

### Q. Who should NOT use the warming product?

UL recommends that the following people should NOT use the warming product:

- An infant
  - A child, under 12 years old
  - An incapacitated person
  - A paraplegic
  - A quadriplegic
  - A diabetic
- Anyone insensitive to heat
  - Anyone who cannot clearly understand the instructions or operate the controls.

### Q. What do the Underwriters Laboratories (UL) or (ETL) labels mean? What does either of these labels mean about safety of this E&E CO. Ltd. product(s)?

- A. Underwriters Laboratories (UL) develops product safety standards for a large range of products and performs independent tests based on these standards. Products tested by UL and which have passed all the safety standards are permitted to bear the UL label. Intertek Testing Services (ETL) is a certified, independent testing organization that tests products in accordance with UL safety standards and issues the ETL label for those products that meet the relevant UL standards. All **E&E CO.Ltd.** products are tested to UL standards and bear either the UL or ETL label to indicate that the product meets or exceeds UL/ETL safety standards for warming products.

### Q. I have heard that some warming products have Electromagnetic Fields (EMF's). What is this?

- A. EMF stands for Electromagnetic Field. This is an electrical field that surrounds any wire that has current flowing along its length. Although several studies have been conducted to evaluate the impact, EMF's have not been proven to be harmful. In any event, E&E CO. Ltd. has reduced the strength of EMF's in its Mattress Pads to very low levels.

### Q. What do I do if my pet chews the cord, I lose my controller or the controller does not operate properly?

- A. Please stop using the warming product immediately. Call our Consumer Service number listed under "How to Obtain Warranty Service" and ask for instructions on how and where to send the warming product.

### Q. My controller feels warm to the touch: Is this a problem?

- A. No. The control will feel warm to the touch when functioning properly.

### Q. I have experienced some shedding of the fabric fibers of my warming product, what do I do?

- A. Follow the use and care instructions to wash and dry your warming product.

### Q. My warming product doesn't heat properly.

- A. Check to make sure the cord is plugged into the module and the power cord is firmly connected to the wall outlet. Check that the control is "On". If the system still fails to heat, try the following test to see if it is operating:
- Fold the warming product over 3 times.
  - Connect the control to the module and plug the power cord into an outlet.
  - Turn the control to the highest setting and wait five to seven minutes.
  - Put your hand between the folds and you should feel the product warming.

**NOTE:** Remember the warming product is not a heating pad. It will not feel hot to the touch when laid out flat in a normal manner.

**CAUTION: DO NOT** continue the test for more than seven minutes. **DO NOT** attempt to make any internal adjustments to this appliance. If you have tried all of the solutions above and the warming product still doesn't work, stop using it immediately, disconnect the power cord and contact our customer service number at **1-866-456-8852**.

**NOTE: If this product or any component has been tampered with in any fashion, the warranty is automatically voided.**

## 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 **1-866-456-8852**. If you have recently purchased this item, within the last 30 days, please return the item to the original place of purchase for a full refund or exchange.

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 above.

#### **E&E Co. Ltd.**

45875 Northport Loop East  
Fremont, CA 94538

**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.