

Chillow PLUS® Hygiene

Everyone's skin is different and exudes a number of toxins and oils especially at night. We recommend following the Chillow Plus cleaning instructions on the front of this page. You can also use a pillowcase for your Chillow Plus to prolong the life of your purchase. Please do not share your Chillow Plus. Mould can be introduced into the Chillow Plus via unclean water or water vessels. The non-toxic antimicrobial innercore combats this but will not kill all moulds. If over time you must add water due to evaporation and find mould or an unusual smell, please discard your Chillow Plus immediately.

Chillow PLUS® Temperature Science

If your Chillow Plus seems cooler at night and less cool in the morning, that's fine — it is working normally. As your body temperature drops while you sleep, the Chillow Plus gently warms up in response. If you want a cooler spot in the morning simply move to a more cool outer edge. Chillow Plus works by absorbing heat and releasing it back into the air through its extra surface area. Outer edges often feel cooler as they have not absorbed any heat and are working to radiate it.

Chillow PLUS® Even Cooler

- **Evaporation** can occur after time. Add 1 CLEAN cup of water as needed maintaining the Chillow Plus's weight of 2.4 kilos = 5.3lbs (Approx) to keep it at its coolest. You can increase this up to a maximum weight of 2.85 kilos for additional cooling capacity if required. (Equivalent to 2.6 litres or 4.6 pints of water)
- **Reduce Air Inside it** to create an extra cool vacuum seal, just repeat steps 2 & 3 from the instruction sheet.
- **Keep it out of the sun** Your Chillow Plus will feel more cool than the room temperature, just be sure to keep it out of the direct sunlight. Do not cover your Chillow Plus when not in use.
- **Refrigerate it** for 15-30 minutes (BEWARE - FREEZING IT WILL RUIN YOUR CHILLOW PLUS AND VOID YOUR WARRANTY)

Storage

DO NOT DRAIN your Chillow Plus you will drain out the antimicrobial treatment. Place filled Chillow Plus between two towels and store flat in a dry place to avoid growing mould. Do not place anything on a stored Chillow Plus.

Becomes Twisted

If the core material inside your Chillow Plus Comfort Device becomes bunched or twisted up inside, it is very simple to fix. Simply remove the cap and blow a little air into it (2 or 3 breaths). Replace the cap. Once the vacuum seal is broken, the core material will move freely.

You can now just shake it back into place. We recommend starting by repositioning one corner first and then holding that corner's outer membrane along with its inner corner while you reposition the remaining three corners. Since you have blown air into the Chillow Plus you now need to remove it. Repeat steps 2 & 3 of the instructions until it is free of air pockets.

Punctures

Before contacting your retailer to return a "faulty" product, please be sure the Chillow Plus has not been punctured. To easily test this, inflate the unit with air, insert the cap, and submerge device under water in sink or tub. A stream of bubbles will come from any damaged or punctured area.

PUNCTURES ARE NOT MANUFACTURING DEFECTS & ARE NOT COVERED BY YOUR WARRANTY. Cat punctures void warranty!

Satisfaction Guaranteed

Each person has unique sensations of cool and warm. The Chillow Plus may not feel cool enough to some, yet feel too cold for others. Please return the product within 14 days if not satisfied.

Returns: Return to original place of purchase

If you purchased product directly from Soothsoft and are unsatisfied, you have 14 days to return the product with its original packaging. If a warranty issue, please contact us on **(01494) 882224**. If you require a refund and have not purchased directly from us you must contact your original supplier.

If a defect in the seams/seals develops with normal use, cut out the faulty area with scissors disguarding the rest of the Chillow Plus and send to the address below. Your product will be inspected and if it is deemed to be covered by this warranty, a new product will be shipped to you at no additional cost. Please be sure to include the date, month & year of purchase along with your name, phone number and the address you wish a replacement be shipped, to. Please include the batch code number located near the stopper. The return address is: Soothsoft Ltd, Attn. Warranty Claim, Unit 10, North's Estate, Old Oxford Road, Piddington, Buckinghamshire HP14 3BE. Tel: (01494) 882224

SAFETY INFORMATION

Please read and follow all instructions carefully. The Chillow Plus is intended to be a very safe product; however **this product is not recommended for use by children age 5 or under**. Any child who could not lift the combined weight of the Chillow Plus and pillow off his/her face should he/she become trapped under it should not be using this product. This product is to be used by adults or under adult supervision only. Parents or guardians are responsible for determining if a child may use this product safely. Please determine that the child can move the product easily and that it doesn't make them feel too cool. This product is to be kept away from infants at all times. **No Chillow fighting!** Pillow fights while a Chillow Plus is inside the pillowcase may cause serious injury to the person being struck.

Use at your own risk. SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd is not responsible for any injury or medical condition incurred while using or handling this product. SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd cannot foresee all the possible situations this product may be associated with and so cannot be held responsible for injury which might occur while using or handling this product. Use at your own risk.

AVOID PUNCTURES: For maximum comfort and cooling, the Chillow Plus Comfort Device is made from very soft, thin materials which can be punctured. With normal use and care the Chillow Plus should provide years of comfort. Please be careful how you handle your Chillow Plus and don't put it on or near: Earring posts • Cats or Puppies • Watches/ Bracelets • Hair pins/Hair clips • Jewellery • Small pebbles on the floor • Knives/Scissors • Pins/Tacks • Sharp corners on furniture and countertops • or any Sharp Object that could puncture it.

PUNCTURES are not manufacturing defects and are not covered by your warranty. Your retailer will not replace a unit that has been punctured.

LIMITED WARRANTY

This product is not a novelty item, toy or medical device. SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd do not in any way or manner warrant or guarantee that the use of this product will prevent bodily harm or injury.

SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd warrant to the original purchaser that, for a period of one year from the date of purchase, this product will be free of manufacturers defects in material and/or workmanship and that the seams/seals will maintain their integrity. This warranty does not cover misshaping of the inner material, discoloration, or leakage caused by punctures, sunlight damage, artificial heat sources or freezing.

SoothSoft Innovations Worldwide, Inc's and Soothsoft Ltd's sole obligation under this limited warranty is to replace any product which is defective.

This warranty does not cover any cost of inconvenience; damages caused by product failure; damages arising from abuse, neglect, or any use of the product other than as described on original SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd product packaging.

This is the only warranty given by SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd. This warranty gives you specific legal rights. You may have other rights which vary from country to country. Any other rights you may have are limited in duration to the period of this warranty.

For more information visit our website : www.chillow.co.uk