

Recommendations and troubleshooting

1 - Recommendations and security warnings

- NEO FACORY declares that this CLIMSOM device satisfies the European Directives 2006/95/EC, 2004/108/EC, 1999/5/EC (DoC - www.climsom.com), 2002/95/EC and 2002/96/EC.
- Make sure that the voltage of the power socket is the same as the one indicated in this manual.
- Never put the device into water.
- To unplug the device, never pull on the cord.
- This device should not be used if the device or its electrical cable shows defaults or abnormalities.
- Keep and use your CLIMSOM in a dry, clean place.
- When working, your CLIMSOM should lie on a flat surface.
- Make sure that the fan and the air openings are free. Never cover your CLIMSOM.
- Immediately stop using your CLIMSOM and unplug it in the event of one of the following situations: a fuse burnt more than once, strange sounds or odors, external materials inside the thermocontroller or the mattress topper.
- Do not bend the connecting pipe between the thermocontroller and the mattress topper.
- Do not cut through the mattress topper as you could cut through one of its water tubes.
- Do not let children use CLIMSOM without adult supervision.
- CLIMSOM – Neo Factory cannot be held responsible for any possible damage that occurs due to an improper or unindicated use of CLIMSOM.
- At the end of the lifespan of the product, dispose of it in a appropriate way.

2 - Troubleshooting

Troubles	Answers
Your CLIMSOM does not start.	Check that you have plugged the CLIMSOM in and that your electricity supply is working well. Check that the water alarm indicator is not on. If it is, add water. If all lights on the thermocontroller board are on, unplug the thermocontroller, and then plug it back in.
The temperature is not the one you want.	Make sure that you have pressed the Enter button to confirm your choice. Check that the water alarm indicator is not on. If it is, add water. Check that the fan protector and the air openings of the thermocontroller are not covered with dust or objects. If needed, clean them.

USER MANUAL FOR **CLIMSOM**, THE WARMING AND COOLING MATTRESS TOPPER



Please read carefully before use



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In your CLIMSOM box, you'll find:

- 1 mattress topper
- 1 thermocontroller machine
- 1 connecting pipe
- 1 wireless remote
- 1 water-emptying key
- 1 user manual

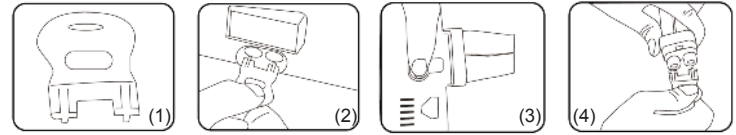
Customer Service

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 19 rue Martel
 75010 Paris FRANCE

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Fax: +33 (0) 1.78.76.94.81
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Please find us on our website
www.climsom.com

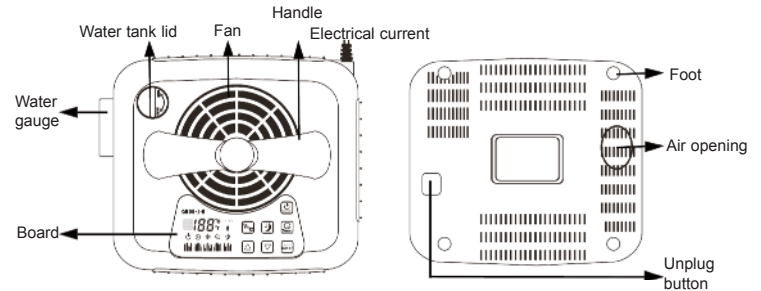
4 - Empty the water out of the thermocontroller & the mattress topper



If you have not used your Climsom for a while, you'll need to empty the water out of it so that it can work at its best.
 Make sure that your CLIMSOM is unplugged.
 Then unplug the connecting pipe, and use the water-emptying key (1) to press on the "Stop drop" system and empty the water out of the thermocontroller (2).
 Empty the mattress topper (3) by using the water-emptying key (4).

Plug the mattress topper and the thermocontroller to the connecting pipe, and fill the water tank with clear water.
 If needed, repeat this operation once or twice.

5 - Technical features of the thermocontroller



VOLTAGE	AC220V~240V	RATED FREQUENCY	50~60 HZ
WATTS	160W +/- 10%		
NOISE	≤ 45 DB	SUR-MATERIAL	20% COTTON 80% POLYESTER



Maintenance and cleaning

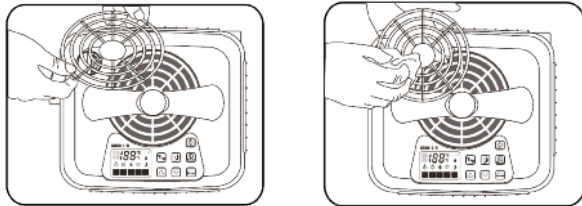
1 - Not enough water in the water tank of the thermocontroller



If this indicator light turns on in the thermocontroller board, add water to the water tank (see "Quick Start," and go directly to step C)

You will refill the water in the tank somewhat frequently.

2 - Cleaning the thermocontroller



After a long use, the fan protector may be covered with dust, which can affect the performances of your CLIMSOM.

Take away the protector, run it under water, wait till it is dry, and put it back in place.

Clean the thermocontroller board with a damp, clean rag or an anti-static sheet.

- ⚠ **Do not use cleaning products that can damage the components.**
- ⚠ **Do not use a dry rag to avoid electrostatic problems.**

3 - Cleaning of the mattress topper

Hand wash the mattress topper with water and detergent. Let it dry.

- Do not dry clean.
- Do not iron.
- ⚠ **Do not use excessive force to fold. This can damage the plastic tubes inside the topper.**

Make sure to **air out your bed and your Climsom mattress topper at least once or twice a month** to avoid condensation caused by significant temperature changes or humidity.

Congratulations on purchasing your CLIMSOM!

CLIMSOM will transform the way you sleep and rest.

Here are the **many benefits** you'll discover when sleeping on your CLIMSOM:

-Comfort and easiness of falling asleep. After few nights on your Climsom, you will identify your ideal temperature. Discover the pleasure of a bed that is always fresh. A mattress at your perfect temperature will help you to fall asleep more easily.

-Peaceful and refreshing nights. Did you know that a cooler temperature during sleep increases the quality of your sleep and your physical and mental recovery? By optimizing the temperature of your mattress, you'll wake up less during the night and will benefit from a deeper sleep

-Lighter legs. If you are suffering from heavy legs or a venous deficiency CLIMSOM will drastically change your life and relieve your pains. Choose a cool temperature, and experience the analgesic and relieving effect right away.

-Better hygiene. By reducing the sweat of the sleeper as well as the heat gathering inside the mattress, CLIMSOM limits bacteria and domestic mites. Your mattress is healthier, and its lifespan increased. Your skin will be brighter and more radiant.

-Replace Air Conditioning. CLIMSOM will help you avoid or limit the use of regular A/C systems and the problems that come from "canned air".

-Energy saver. You need much less energy to climatize your bed than to climatize your bedroom. You'll save money as well as reduce your energy consumption related to A/C and heating.

-Muscle relaxation. Back pain? Stiff muscles? Lie down on a warm mattress for relaxation. When it's time to sleep, you can reset it to a moderate temperature.

GUARANTEE

Nature of the guarantee

Your CLIMSOM is supplied with a manufacturer's guarantee that covers any manufacturing defect. Only the shipping of the product by the customer at NEO FACTORY is the responsibility the customer. Its duration is 2 years from the delivery date of the product.

Under this guarantee, the salesperson's obligation will be, according to each situation, either free replacement of the product for an identical product or equivalent if the product is no longer manufactured or the repair of the product or component found defective through CLIMSOM's services. Every product invited to benefit from this guarantee must be first subject to the customer service of the salesperson, whose agreement is essential for any replacement or any repair.

Exclusions

Defects and deterioration caused by natural wear, an external accident (erroneous assembly, defective maintenance, abnormal use, fire, water damage, etc.), or a modification of the product not specified by the salesman are excluded from the guarantee.

In the same way, the seams of the mattress topper are not covered by the guarantee. The manufacturer's guarantee cannot cover the cases where an apparent defect at the time of the reception of goods would not have been declared by the consumer at delivery in accordance with the general terms of sale.

Redemption of the guarantee

The customer who wishes to redeem the guarantee must contact customer service at NEO FACTORY - CLIMSOM by mail, email, or telephone.

NEO FACTORY - CLIMSOM
Customer service
19 rue Martel
75010 PARIS FRANCE

Tel: +33 (0)1 56 03 55 76
Email: contact@climsom.com

After checking the conditions of the guarantee, customer service will assign a return number that the purchaser will have to put on the shipping box for the product.

The purchaser will then send the product with a copy of the proof of purchase and any document providing a delivery date.

NEO FACTORY - CLIMSOM will then proceed to send the repaired product or a new product.

3 - Timer and 31-36°C modes



Timer mode: The timer allows you to start and stop your CLIMSOM at a later time.

Each time you press this button, the display will indicate a number from 12 to 00 before starting with 12 again.

- When the thermocontroller is plugged in but is OFF, the number indicates the number of hours BEFORE the thermocontroller will **turn ON automatically**.
- When the thermocontroller is plugged in and is ON, the number indicates the number of hours BEFORE the thermocontroller will **turn OFF automatically**.

Confirm his choice by **pressing Enter** on the thermocontroller board or the remote. It will play a sound to indicate that your choice is registered.

To cancel, choose the number "00," and press "Enter".

If you wish to verify whether the timer is activated, check your thermocontroller board. The timer symbol should be lit up.



31-36°C mode: By pressing this button, you activate 31-36° C Mode (a moon-shaped light turns on).

Press it again to deactivate 31-36° C Mode (the light indicator turns off).

When 31-36° C Mode is activated, the mattress topper temperature will progressively return to a moderate temperature range between 31° and 36° C (88° and 97° F).

To use 31-36° C Mode: For example, set the thermocontroller temperature very low (say, 18° C or 64° F). When you feel you are falling asleep, activate 31-36° C Mode, which will raise the temperature up to 31° C (88° F) while you are sleeping. On the other hand, you could set a higher temperature (for instance, 40° C or 104° F) when you are going to bed. When you activate 31-36° C Mode, it will decrease the temperature to 36° C (97° F).

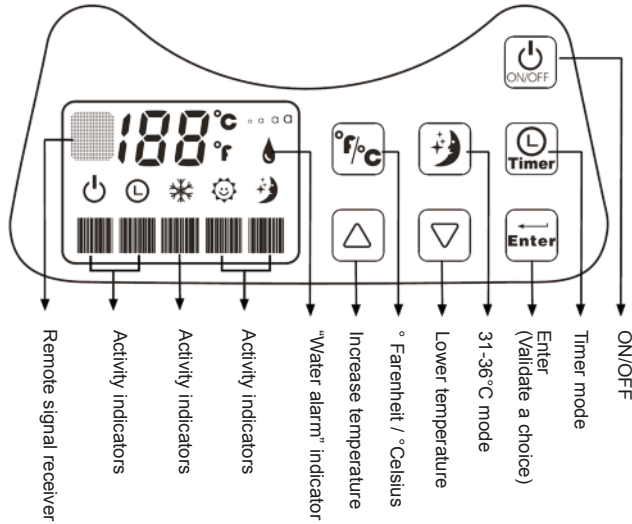
Note: Only use 31-36° C Mode if temperatures between 31° and 36° C (88° and 97° F) are comfortable for you.

4 - Practical Advice

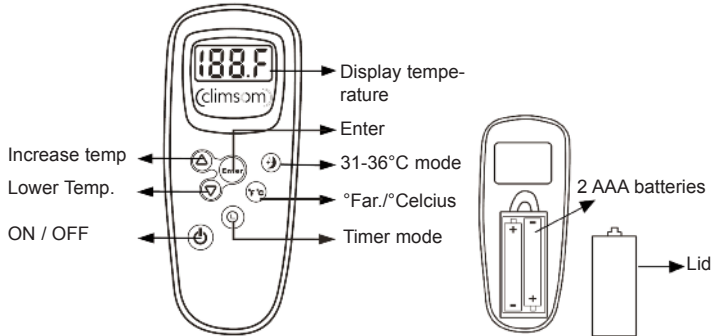
- The temperature displayed on Climsom is the current temperature. Climsom will gradually reach the temperature you selected.
- Climsom takes 10-15 minutes to reach the selected temperature.
- Never block the air opening of the thermocontroller.
- Every person has his or her own comfortable temperature range. You will find your ideal one by testing various temperatures for the first few nights you use Climsom.
- **To make your bed very cool or very hot**, start your Climsom 30 minutes before going to bed, select the coolest (or hottest) temperature, and leave the sheets and/or covers on top of the Climsom. When you go to bed, change it to your personal comfort temperature.

Advanced use and Remote

1 - Thermocontroller board

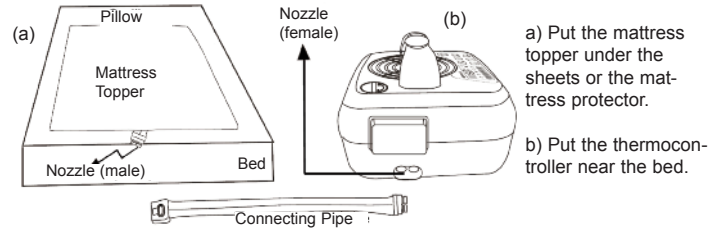


2 - Remote



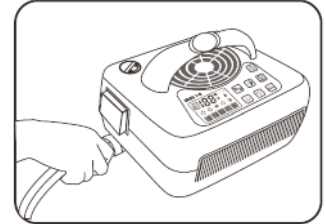
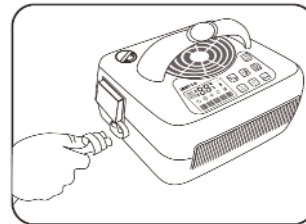
Quick start in four simple steps

1 - Set up the mattress topper and thermocontroller



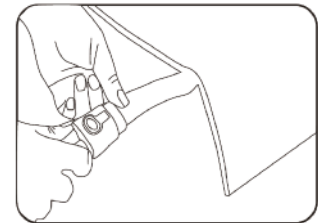
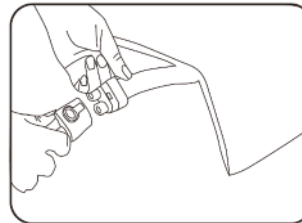
2 - Plug the mattress topper to the thermocontroller

a) Plug the male nozzle of the pipe to the thermocontroller



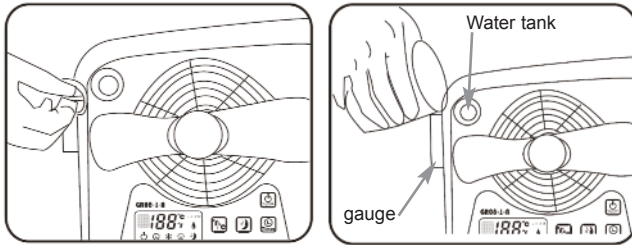
! To unplug the pipe, press on the button under the thermocontroller, and pull it out

b) Plug the female nozzle to the mattress topper



3 - Fill the thermocontroller and the mattress topper with water

- a) Plug the thermocontroller into an electrical outlet
- b) Open the water tank of the thermocontroller, and fill it with water. Use a glass, bottle, or pourer.




- c) Turn the thermocontroller on by pressing the ON/OFF button on the thermocontroller board.




The thermocontroller's water pump will then start and fill the mattress topper with water, which will take some water out of the thermocontroller's water tank.

The transparent gauge on the side of the thermocontroller helps you to see when the tank is full.

Keep filling the water tank of the thermocontroller until it is full again and remains so. Then close the water tank lid. One or two minutes should be sufficient for the entire operation.

 **Make sure that the pipe between the thermocontroller and the mattress topper is connected before filling the thermocontroller tank with water and turning it on.**

 **Do not put water inside the thermocontroller elsewhere than its tank. If needed, use a funnel.**

 **What kind of water should I use?** Deionized water, also known as demineralized water, works best, and you can also use tap or well water.
Do not use water with any additives.

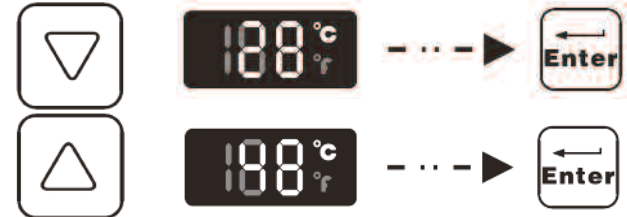
4 - Choose the sleep temperature

- a) Take note if the temperature displayed is in Celsius or Fahrenheit. To select one or the other, press the button labeled “f/°c” on the thermocontroller board.



- b) Press the “Up” and “Down” buttons on the thermocontroller board until you reach the temperature you want.

Press THEN on the Enter button to validate your selected temperature. A sound indicates that your choice is memorized.



The thermocontroller board displays the current temperature of the water, which will gradually change to the temperature you selected.

The temperature of your CLIMSOM can vary from 18° to 48° Celsius (64° to 118° Fahrenheit)

 **Use the lowest and highest temperatures only for limited times.**

For instance, the cold will be relieving for heavy legs and the warm for muscle stiffness.

Choose a more moderate temperature for all-night use.

Always choose a temperature that you feel comfortable with.

This temperature is different for each person, but 20° C (68° F) will be most often felt as “too cold,” and 45° C (113° F) as “too hot” for longer periods of use.