

EASY  
HOME



# USER GUIDE

## QUILTED HEATED MATTRESS PAD

Thank you for choosing to purchase this quality Quilted Heated Mattress Pad! The time we have spent developing our exceptional fabrics and sensor-wire technology should result in many years of satisfaction. We want you to feel ultimate comfort, both from your warming product and from your decision to make this purchase. You can rest easy knowing that this is backed by a 5 year manufacturer's warranty and an outstanding customer service support team.



### AFTER SALES SUPPORT



800 789 6441



customerservice  
@biddefordblankets.com

MODEL: 5222, 5223, 08/13, #3285

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YEAR WARRANTY

ACCESSORIES



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# **Introduction** **1**

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Congratulations on purchasing this heated quilted mattress pad! We have spent years developing our Sensor-wire technology to provide you with a state of the art product. You should expect to receive many years of warmth and comfort from your mattress pad.

## **General Information and Safety**

### **Instructions** **2**

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# **IMPORTANT SAFETY INSTRUCTIONS - DO NOT DESTROY!**

**WARNING:** Failure to follow these safety instructions may lead to personal injury!

**WARNING:** To reduce this risk of fire or electrical shock:

**BE SURE TO READ THE FOLLOWING INSTRUCTIONS  
CAREFULLY BEFORE USING THIS BEDDING!**

1. Do not use this bedding with an infant, a child, an incapacitated or immobile person, a paraplegic or a quadriplegic, or a person who is medicated.



2. Do not use this bedding if you are diabetic or insensitive to heat or have poor blood circulation, or use it on anyone else who is a diabetic or insensitive to heat, such as a person with poor blood circulation.
3. Do not tuck in the wired area, fold, or bunch this bedding when in actual use; excessive heating may result.
4. Do not tuck the bedding/control or supply cord in a sofa or other furniture. All portions of the product and controller should be visible at all times. Like any other electrical cord, this can cause damage to the power cord that may result in an electrical short that leads to a fire.
5. Do not route electrical cords between the mattress and box spring. Do not allow the cords to be pinched, trapped, or crossed. Like any other electrical cord, this can cause damage to the power cord that may result in an electrical short that leads to a fire.
6. Do not use pins - They may damage the electric wiring.
7. Be sure that this bedding is used on an alternating-current supply circuit of the proper voltage.
8. Turn OFF or unplug when not in use.
9. Product not for use with inverter supplied power such as from a motor home or boat.
10. This product is for in-home use only, not for hotel, motel, or other institutional use.
11. If improper operation of this bedding is observed, discontinue its use immediately and consult the manufacturer.
12. Do not use with pull-out or fold-up bed. Do not use with rocking chairs, recliners, chairs with casters or wheels, or other furniture subject to movement. This may cause the wires to be pinched and create an electrical fault.
13. Keep the controller away from drafty areas that may become damp or wet such as an open window. Do not cover the controller.
14. Wrapping of cord around the controller may damage the cord: Loop loosely when storing.



15. Do not dry-clean this bedding. Cleaning solvents may have deteriorating effects on the insulation of the heating element.
16. This appliance has a polarized plug, (one blade is wider than the other). As a safety feature, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat the safety feature.
17. Never open up the controller case. Doing so could prove potentially hazardous and will VOID YOUR WARRANTY!
18. Use your heated bedding ONLY with the supplied controller.
19. Keep all animals away from your heated bedding. They could damage the wiring, leading to a potentially harmful situation.

If you have any questions or concerns regarding your product we encourage you to contact our excellent Customer Service support listed in section 8 of this manual.

## **Assembly and Parts List** **3**

All packages should include: the warming product, a warranty card, instruction manual, and controller.

### **Bedding Model**

**UB**  
 Twin  
 Full  
 Queen  
 King

### **Controller Model**

**TC**  
 1 controller  
 1 controller  
 2 controllers  
 2 controllers



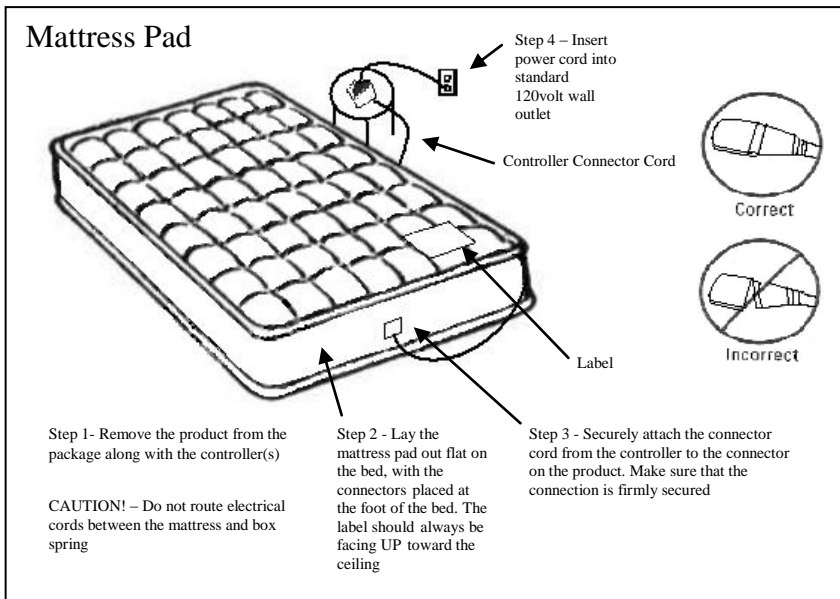
1. Remove the product from the package along with the controller(s).
2. Lay the mattress pad out flat on the bed, with the connectors placed at the foot of the bed. The label should always be facing UP toward the ceiling, at the foot of the bed. When using a throw, the connector should be located at your feet with the label facing UP.
3. Securely attach the connector cord from the controller to the connector on the product. **Make sure that the connection is firmly secured.** If you have a Queen or King sized product it is not necessary to connect both sides for the product to operate properly; however you will only receive heat to the side of the product that is properly connected. NOTE: It does not matter which controller is attached to which side of the product, the controllers are interchangeable.

**CAUTION!** – Do not route electrical cords between the mattress and box spring. Do not allow the cords to be pinched, trapped, or crossed. **See Safety Instructions.**

**CAUTION!** – Do not tuck in the wired area of this bedding. **See Safety Instructions.**

**CAUTION!** – Do not cover the controller. **See Safety Instructions.**

4. Insert power cord into standard 120volt wall outlet.



Proper orientation of the mattress pad is critical. This mattress pad contains dual zone warming areas which provide additional heat at the foot of the mattress pad.

## Features

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**Auto Off** - Your heated bedding has a built-in feature called “Auto-Off”. This feature will automatically turn off the controller after 10 hours of continuous use.

**Independent Controllers** – Your Queen/King size warming products come with dual sided comfort zones; each powered and adjusted independently with a separate controller.

**Thin & Flexible Wires** – Our heating and sensing wire is designed to be thin and flexible in order to provide a higher comfort level.

**Comfort beyond warmth** – The heated bedding materials have a soft luxurious feel that will have you wanting to surround yourself with your bedding even when the extra warmth is not needed.

**10 Heating Settings** – You have your choice of ten levels of heating; allowing for the perfect comfort level at any time.

**Continuous Temperature Sensing** – Your heated bedding uses a continuous sensing technology which monitors, and if need be, adjusts the temperature to remain at your chosen heat level.

**Comfort Level Memory** – Upon restart, the digital heated bedding controllers automatically revert to the last comfort level setting used; allowing you to conveniently return to your normal comfort setting.

**Pre-Heat** – You can preheat your bedding for up to 1.5 hours by pressing the PRE-HEAT button.

## Instructions

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### Using your Mattress Pad DIGITAL Controller (Model# TC16)

The very first time the mattress pad is plugged in and turned ON, the display on the controller should read “4”. If the display does not illuminate or reads “E”, see the Troubleshooting section.

### Turning the Mattress Pad “ON”

Once the cords are correctly plugged in, press the ON/OFF button. The LED display will light up to show that the power is ON. NOTE: If you have a Queen or King sized product, you will need to connect both controllers to heat both sides of the product; each controller will only heat one side.

### Adjusting the Temperature

To adjust the temperature setting, press one of the arrow buttons. Press the UP arrow to increase the heat setting and the DOWN arrow to decrease it. There are 10 settings,



1 through 9 and “H” for HIGH, the higher the number, the warmer the product. Each time you press an arrow button the setting will adjust by one digit. If you have a product that uses two controllers, each controller can be adjusted to different settings, causing each side to heat differently.

### **Turning “OFF”**

Turn the controller OFF manually by pressing the ON/OFF button. When the controller is OFF but plugged in, you will see a red or green light on the controller without the number displayed. Seeing this light alone means the controller is in standby mode and the bedding is off and not heating. Turn OFF or unplug the controller when not in use.

### **Pre-Heat (Specific Models Only)**

Press the PRE-HEAT button. This will start pre-heating the bedding and “p” will be displayed on the controller. The heat setting will change to the last setting after 1.5 hours. If you want to change to another setting during the pre-heat period, press the up or down button.

### **Washing Instructions - WARNING: Failure to follow these washing instructions may damage the product and make it unsafe.**

Wash by hand or as follows in automatic washer using slow agitation and normal spin speed:

1. Fill washer with warm water.
2. Add minimum amount of all-purpose detergent, agitate to dissolve.
3. Add bedding and soak for five minutes.
4. Agitate for two minutes.
5. Spin.
6. Fill for cool rinse.
7. Agitate one minute.
8. Spin.
9. Dry in an automatic dryer on low heat, five minutes only, or line dry.
10. Remove bedding from dryer and drape over parallel lines or a shower rail to finish drying.

**CAUTION!** – Do not iron your bedding.

**CAUTION!** – Do not dry-clean this product. Cleaning solvents may have a deteriorating effect on the insulation of the heating element.

**CAUTION!** – Do not use a wringer. You may hand wash this product.

**CAUTION!** – Do not dry in a commercial dryer such as those used in Laundromats.

**CAUTION!** – Do not power-up this product while it is still damp. For safety’s sake, wait until the product is completely dry before connecting it and plugging it in.

**CAUTION!** – Do not use pins – they may damage the electrical wiring.

## FAQ

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*My heated product does not seem to turn on. What do I do?*

- a. First, check to see if the controller is illuminated. If you see that it is illuminated, it is receiving power. If there is no light of any type, check the ON/OFF switch.
- b. Second, if there is still no illumination, check the connections. Unplug the cord from the wall outlet. Then check the connectors to make sure that the controller is firmly secured. Then re-plug it into the wall outlet. If the display lights up, it is receiving power and is ON.
- c. Third, if there is still no power, disconnect the product and contact the Customer Service support listed under section 8 of this manual.

*The display is illuminated but I don't feel it warming up. What do I do?*

Please remember, automatic warming blankets, heated throws, and automatic mattress pads are not like heating pads: Do not expect to feel direct heat.

**CAUTION!** – The following troubleshooting test represents a non-standard use of your product. Do not continue this test for more than seven (7) minutes. Do not repeat this procedure during actual use.

Fold the product with at least four folds. Connect the controller to the bedding, then plug the controller into a working wall outlet. Set the controller to the highest heat setting and wait for five minutes. Place your hand inside the folds; you should feel warmth. Turn the controller OFF. Lay the product out flat.

- d. If no heat is felt, disconnect the product and contact the Customer Service support listed under section 8 of this manual.

*The display is illuminated but it is reading “E”, what does that mean?*

“E” stands for “ERROR” and indicates there may be a problem.

**CAUTION!** – Do not attempt to operate your product if you are getting repeated ERROR messages.

- a. Some error messages are caused by transient events and not an actual problem. To check, turn off the product and wait 15 seconds. Then turn the product on again.
- b. When prongs in the connector do not make good contact with the receptacle on the cord side, or the product is not connected to the receptacle on the cord side, the display will read “E”. In this case, please turn the controller off and unplug the product from the wall. Then make sure that the product and controller connectors are firmly secured. After that, turn the blanket ON again.
- c. If the “E” returns for a second time, disconnect the product and contact the Customer Service support listed under section 8 of this manual.

*We just washed our Queen or King product, and we’re not sure which controller goes to which side of the bedding. Does it make a difference?*

No it does not. Each controller is engineered to be able to control either side of your automatic warming product of the same size. However, make sure you place the product in the correct position when you place it back on the bed and follow all safety procedures in setting it up. Then connect each controller and adjust it to your desired setting.

## **Other Useful Information 8**

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### **Warranty and Support**

This warming product is warranted for five years against defects in materials or workmanship. This warranty covers the electronic controller, the cords, and the blanket/throw/mattress pad itself. This warranty does not cover abuse, accident, or damage resulting from failure to follow instructions, or modifications to the unit not carried out by the manufacturer. Defective products must be returned to the company name and address below via insured mail. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Before sending your product in for warranty service with the provided Warranty Card, please contact our customer service department below to obtain a Return Authorization number to ensure expedited processing.

Biddeford Blankets  
Attention: Customer Service  
300-302 Terrace Drive  
Mundelein, IL 60060  
Telephone: 800-789-6441

## **FCC**

“This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.”

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 modified or 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.

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EASY  
HOME

## QUILTED HEATED MATTRESS PAD

Your details:

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



\_\_\_\_\_ Email \_\_\_\_\_

Date of purchase\* \_\_\_\_\_

\*We recommend you keep the receipt with this warranty card

Location of purchase \_\_\_\_\_

Description of malfunction:

Return your completed warranty card to:

Biddeford Blankets

300-302 Terrace Dr.

Mundelein, IL 60060

United States

customerservice@biddefordblankets.com

### AFTER SALES SUPPORT

800 789 6441 customerservice@biddefordblankets.com

MODEL: 5222, 5223, 08/13, #3258

# 5

YEAR WARRANTY

