

# USAGE INFORMATION



Use Chillow® in pillowcase or sleep on it directly for extra cool comfort.

COOL

VERY COOL

## Chillow® Temperature Science

If your Chillow® seems cooler at night and less cool in the morning, that's fine — it is working normally. If you want a cooler spot in the morning simply move to a more cool outer edge.



Chillow® 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.

## Make Chillow® Even Cooler

- **Reduce Air Inside it** to create an extra cool vacuum seal—just repeat step 3 from the instruction sheet.
- **Keep it out of the sun** Your Chillow® will always feel cool even as it adapts to room temperature just be sure to keep it out of the direct sunlight.
- **Refrigerate it** for 30-45 minutes (BEWARE - FREEZING IT WILL RUIN YOUR CHILLOW® AND VOID YOUR WARRANTY)
- **Do not cover** your Chillow® when not in use - (in your pillow is fine,) but do not cover with anything more. The Chillow® “recharges” its cooling power best by direct air circulation.

Chillow® Made to a high standard in America.

# SAFETY INFORMATION

Please read and follow all instructions carefully. The Chillow® 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® 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® is inside the pillowcase may cause serious injury to the person being struck.

**Use at your own risk.** Maverick Marketing Ventures, Inc. and Soothsoft Ltd are not responsible for any injury incurred while using or handling this product. Maverick Marketing Ventures, Inc. and Soothsoft Ltd cannot foresee all the possible situations this product may be associated with and so cannot be held responsible for injury or accidental death which occurs while using or handling this product. Use at your own risk.

**AVOID PUNCTURES:** For maximum comfort and cooling, the Chillow® device is made from very soft, thin materials which can be punctured. However, with normal use and care to avoid sharp objects, the Chillow® should provide years of comfort. Please be careful how you handle your Chillow® 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.**

## Chillow® Basics [www.SOOTHSOFT.co.uk](http://www.SOOTHSOFT.co.uk)

Chillow® only needs water added once to activate it (4 pints) DO NOT add water at any other time.

DO NOT DRAIN your Chillow® unless you are returning it to us.

Once activated, Chillow® will keep working, be sure to leave the Chillow® exposed to air when not in use.

Chillow® when new, is like a new pair of shoes, it will take a few days for the materials to wear in.

Sleeping on Chillow® is a new experience and for some people it will take a few days to get used to the coolness and texture. Remember, you have a 30 day money back guarantee, so give yourself time to get used to the Chillow® and its benefits.

Remember, Chillow® is not just for sleep, it's GREAT for hot days, sunburn, fevers, Sporting injuries, migraines & many other uses

Cats love Chillow® but void the warranty - KEEP CATS AWAY.

## If Chillow® Becomes Twisted

If the core material inside your Chillow® device becomes twisted or folded 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 this corner while you reposition the remaining three corners. Since you have put air in the Chillow® you now need to remove it. Repeat step 3 of the instruction sheet until it is again wrinkly and vacuum packed.

## At Your Service

Before contacting your retailer to return a “faulty” product, please be sure the Chillow® 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. If a seal or seam has separated on your device within the warranty period, your Chillow® will be replaced. If your device has been punctured, please call our **Customer Service Centre at 08700 117 174** & we will determine how to assist you. [info@soothsoft.co.uk](mailto:info@soothsoft.co.uk)

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

# 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 manufacturer's 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.

Components and materials not manufactured by SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd are warranted only to the extent of the original manufacturer's warranty.

SoothSoft Innovations Worldwide, Inc.'s and Soothsoft Ltd's sole obligation under this limited warranty is to replace any product which, in its sole opinion, 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. SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd expressly disclaims liability for incidental, special or consequential damages of any nature relating to the product or its use.

This warranty is made in lieu of all other warranties, expressed or implied, including, but not limited to, any implied warranty of merchantability and/or fitness for a particular purpose or use. There are no warranties, expressed or implied, beyond the description of the product on original SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd product packaging. SoothSoft Innovations Worldwide, Inc. and Soothsoft Ltd specifically disclaim any liability arising from misuse of the product. Misuse or alteration of the product will void this warranty.

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.

If a defect in the seams/seals develops with normal use, send the product and original sales receipt with a check or money order (made payable to Soothsoft Ltd) for £5.00 for shipping and handling 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 i.e., 25/07/2004 along with your name, phone number and the address you wish a replacement be shipped to:

Soothsoft Ltd, Attn. Warranty Claim, Unit 10, North's Estate, Old Oxford Road, Piddington, Buckinghamshire HP14 3BE