Comfort-Mate™

MODEL EQM 580

※ Keep this manual in an easy-to-find location.

- Please read the manual carefully to use the product as intended.
- The appearance and specifications of the product are subject to change without prior notice for quality improvement.
- The illustrations in this manual may be different from those of the product you purchased.

NAVIEN User Manual

KD NAVIEN

Contents

For safety and correct use of the product, be sure to read the manual before use.
Experience the warmth of Navien for good and healthy sleep.

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Safety Precautions

California law requires the following Prop 65 warning to be provided:

WARNING	This product can expose you to chemicals including lead, lead compounds, and carbon bisulfide which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

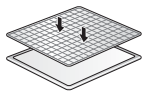
Please read the safety precautions carefully to ensure that the product is used safely and correctly to prevent accidents and risks in advance.

Warning	Failure to follow the instructions may result in death or serious personal injury of the user.
Caution	Failure to follow the instructions may result in minor injury or property damage.
Actions Prohibited	Prohibited actions are shown with emphasis.
Disassembly prohibited	Indication that prohibits disassembly.
Ensure Proper Grounding	Grounding for prevention of electric shock.

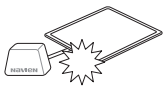
Please read and follow the safety precautions.

Warning/ Caution/ Actions Prohibited

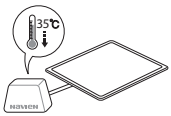
Please use the provided pad cover or blanket on the pad.
There is a risk of low temperature burns.



Please take caution for skin contact with the connector hose.
There is a risk of low temperature burns.



When using the product for a long period of time, such as while sleeping, set the temperature to less than 95°F(35°C.).
There is a risk of low temperature burns.

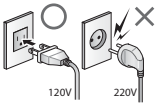


People who are physically disabled or unable to detect high temperatures should be careful not to use the product. Patients with diabetes or skin disease is in risk of skin burns, so please refrain from using this product.
There is a risk of burns.

Please read and follow the safety precautions.

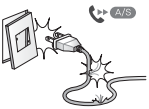
Warning/ Caution/ Actions Prohibited

This product is for domestic use only for 120V/60Hz.
Always use a country-specific outlet with a grounding terminal.
A different voltage may cause electric shock or fire. Failure to use a grounding outlet may result in malfunction or electric shock.



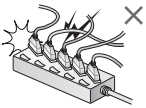
Do not bend, twist, or tie the power cord by force.
There is a risk of electric shock and fire.

If the power cord or plug is damaged,
contact the manufacturer or its authorized technician for replacement.

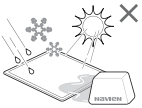


Do not plug or touch the power plug with wet hands.
There is a risk of electric shock and injury.

Do not use multiple devices at the same time when using a multi-outlet.
There is a risk of fire and electric shock.



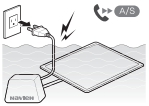
Do not use the product in a place exposed to direct sunlight, snow, rain, or in a wet environment.
There is a risk of electric shock or fire due to heating or short circuit.



Do not use the product near a heating device such as a gas stove or a stove.
It may cause deformation of the product and fire.

If there is a leak in the heating unit or pad, be sure to disconnect the power plug and contact the service center.

If the product is submerged, immediately disconnect the power plug and contact the service center.
There is a risk of malfunction, electric shock or fire if operated after water damage.



Please read and follow the safety precautions.

Warning/ Caution/ Actions Prohibited

Do not operate the product with wet hands.

There is a risk of electric shock.

Do not allow infants or children from operating the product and set the child-lock when not in use.

There is a risk of electric shock, burns and product malfunction.

Be sure to securely fasten the connection between the Heating unit and the pad and do not break the connecting hose or step on it.

There is a risk of product malfunction or blockage in hot water circulation.

If an error code or operating issue occurs while using the product, disconnect the power cord from the outlet and contact the service center.

There is a risma of fire or electric shock due to heating or short circuit.

Do not clean the heating unit with chemicals such as benzene, paint thinner, alcohol, or general detergents.

It may cause discoloration, deformation, breakage, electric shock or fire.

Never disassemble, repair or modify the product at your own discretion.

There is a risk of malfunction, electric shock or fire. If yproduct repair is required, please contact the service center.

Do not kick or exert excessive force on the heating unit and do not put foreign objects inside.

There is a risk of product malfunction and accident.

Be aware that a some steam may be released from the micro pores of the water inlet cap during operation.

There is a risk of electric shock and burns.

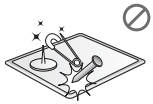
Use of clean water(distilled water, purified water, mineral water) is recommended.
Do not use underground water or other liquids.

It may cause the product to malfunction.

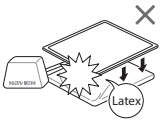
Please read and follow the safety precautions.

Warning/ Caution/ Actions Prohibited

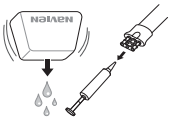
Do not place heavy or sharp objects (tacks, nails, knives, needles, etc.) on the pad or pierce the pad.
It may cause deformation of the product or leakage.



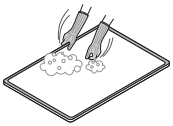
Do not use the pad with latex products to avoid a risk of product deformation.
There is a risk of product failure.



If not used for a long time, turn the heating unit upside down and drain the water. Remove the water from the pad using a residual water removal kit.



The pad is not machine washable. Please take the pad cover off before cleaning with a mild detergent and wipe gently.
It may cause the product to malfunction.



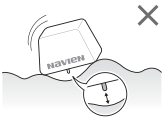
Caution/ Actions Prohibited

Do not operate the product without water.
It may cause the product to malfunction.

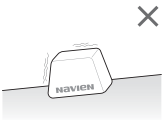
Never crumple or fold the mattress pad when the heating unit is operating.
It may cause the product to malfunction.

Actions Prohibited

Do not place the heating unit on an uneven surface or on the carpet.
The balance sensor at the bottom of the Heating unit may trigger and the heating unit may not operate.



Do not place the heating unit on a slated surface.
It may cause product failure or malfunction.



Safety Precautions

Watch out for low temperature burns

What is a low temperature burn ?

Low-temperature burns are skin damage caused by slow penetration of heat over a relatively long period of time from temperatures of 104°F(40°C) to 111.2°F(44°C) that is not relatively hot. According to the American Burn Association (ABA), skin deformation (protein breakdown) occurs when exposed to 113°F(45°C) for 1 hour, 122°F(50°C) for 3 minutes, and 140°F(60°C) and greater for 8 seconds.
It occurs in the dermis or adipocytes that do not feel pain well, and the burned area is narrower and deeper than burns caused by high temperature. It is important to use the product safely with special care as burns are mostly caused by misuse of heat mats, heaters, and hot packs used at home.

Main symptoms of low temperature burns

1. Your skin may turn red and you may feel a tingling sensation.
2. Burned area appears discolored and may be itchy.
3. Over time, the degree of pain may increase.
4. If symptoms process further, blisters may occur due to burns
5. The burned area has a tendency to be narrower than a normal burn injury.

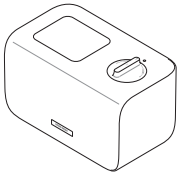
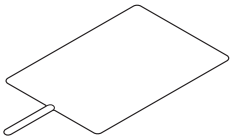
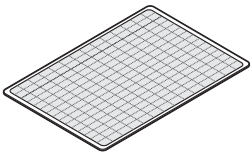
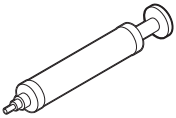
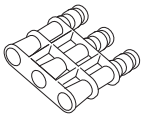
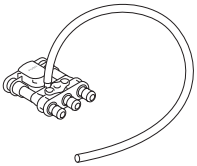
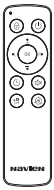
Using a bed warming mattress pad safely

Use a cover on the pad and cover the pad with a blanket if there is no cover.For safety, be careful not to have skin contact with the connecting hose for a long period. People who are physically disabled or unable to high temperatures should be careful not to use the warming pad.. Patients with diabetes or skin disease should not use the warming pad. Take caution operating the product near infants or children. When the product is not in use, please set the child-lock. Be careful not to lie down in one position for a long time.
If you feel itchy during use, adjust the temperature or change your posture.When sleeping, set the temperature below the recommended temperature of 95°F(35°C). Please refrain from using high temperatures for a long time.

※ Cool down the burned area using cold water or saline on the affected area with the low temperature burn. (Please refrain from direct stimulation by applying an ice pack or with a shower.)
※ Please visit a hospital as soon as possible to treat it.

Product Components

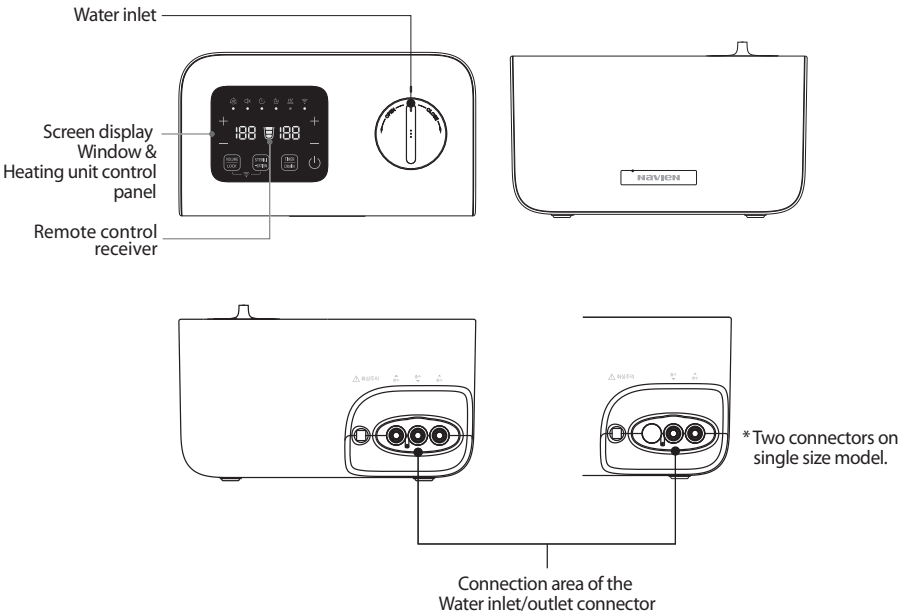
EQM580

Heating unit (Boiler)	Mattress Pad
※Shape and color may vary depending on the product.  1EA	 1EA
Pad Cover	**User Manual / Quick Manual**
 1EA	 1EA Quick Manual 1EA
Air pump / Water Removal Kit	**Auto Drain Kit**
※Shape and color may vary depending on specification.  1EA  1EA	 1EA
Remote Control	**Storage Bags**
 1EA	 1EA 1EA

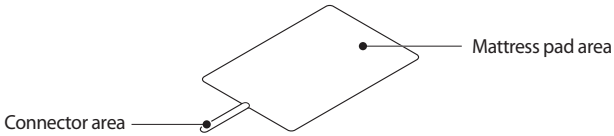
Name of Each Part

Heating unit (Boiler)

※ Shape and color may vary depending on the product .



Mattress pad



Display Screen & Boiler Operation Unit Guide

EQM
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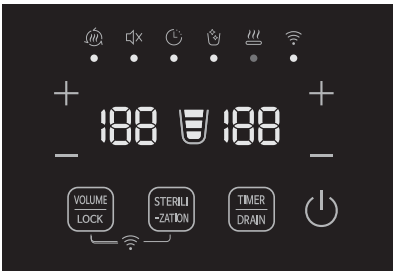
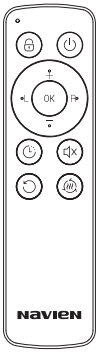


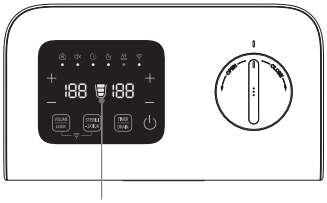
	Label	Name	Description
Heating Unit Control Panel		Power button	Used to turn on/off the product
	VOLUME LOCK	Volume button	Used to increase or decrease the volume.
		Lock button	Used to lock/unlock the heating unit control panel.
	STERILI -ZATION	Sterilization button	Used to set the sterilization mode .
	TIMER DRAIN	Timer button	Used to set/release the off schedule.
		Drain button	Used to set the Auto drain mode
	VOLUME LOCK / STERILI -ZATION	Wi-Fi button	Used to connect to Wi-Fi.
Screen Displays Window		Water Level Indicator Lamp	Displays the amount of water inside the heating unit.
		High temperature Warning Lamp	Displays when the temperature is above100°F(38°C).
		Wi-Fi Lamp	Displayed Wi-Fi pairing status.
		Timer Lamp	Displayed the schedule setting status.
		Mute Lamp	Displays when the mute mode is on
		Fast Heating Lamp	Displayed fast heating setting status .
		Sterilization Lamp	Displays when the sterilization mode is on
		Operation indicator	Displays when the Step-2 power saving mode is on

Remote Control Operation Guide

Remote Control



※ When using the remote control, point it towards the signal receiver on the front panel display window.

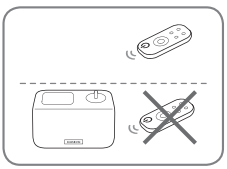


Sign	Name	Description
⏻	Power button	Used to turn on/off the product
🔒	Lock button	Used to lock/unlock the heating unit control panel
L / R	Left / Right button	Used to select the position of the mat you want to increase the temperature (※ Only applied to Queen/king size)
+ / −	+/- button	Used to raise or lower the temperature or volume
OK	OK button	Used to complete the selection
⏲	Timer button	Used to set/release the off schedule
🔇	Mute button	Used when the mute mode is on
♨	Fast Heating button	Used when the fast heating mode is on

* Separate heating of left/right is not supported for single type.
* The battery specification used is CR2032.

If the remote control does not work

1. Replace the battery.
2. Check if any objects are covering the remote control signal receiver on the display window.
3. Please use the remote control above the boiler unit as shown in the illustration.



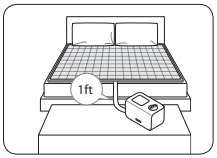
How to install the Remote Control Battery

1. Access the battery terminals from the back of the remote control.
2. Insert the battery with the (+) side facing up, then enclose the battery by closing the battery cover.
3. Repeat Step 1 and 2 when replacing the remote control battery.

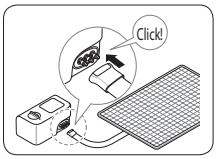
Installation Guide

To prevent heat loss when using on the floor, please put a mattress beneath the bed warming mattress pad.

1. **Put the pad cover on the pad.**
   If there is no cover, cover the pad with a pad or blanket on it.
   The slim mat can be fixed by connecting the corner ring and the inner lining of the cover.
   ※ If used for a long period of time without a cover or blanket, there is a risk of low temperature burns.

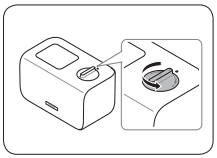


2. **Select the location for use.**
   Orient the hose-side of the pad area towards the location of the feet when in use, and leave a space between the Pad Cover unit and the pad over 1 ft. (30 cm). Placing the heating unit at the same height as or slightly higher than the pad is recommended. Do not place the heating unit on uneven floors or on carpeted or soft floors. The heating unit will not function due to the activation of the balance sensor.

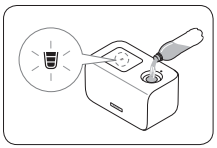


3. **Connect the hose of the pad with the heating unit**
   Lay the connector hose flat with the navien logo facing upwards and firmly push the pad hose connector to the water outlet/inlet connector on the back of the heating unit until you hear a "click".

4. **Connect the power cord to the power outlet and press the power button to turn on the heating unit. E2 02 (water shortage error code) will be displayed when turned on for the first time.**
   Then, as the water level indicator lamp blinks, the check lamp turns on.



5. **Fill the heating unit with water.**
   ① Prepare the water.
   (The amount of water to be filled is approximately 1,500ml for King size, 1,350ml for Queen size, 1,050ml for Single size.
   ② Open the water inlet cap by turning it counterclockwise.
   ③ Slowly fill with water while checking the level indicator lamp.
   ④ Fill with water until the high water level is displayed on the level indicator lamp and wait for a brief period.
   ⑤ As the water is transferred to the pad from the heating unit, the low water level and water shortage error will be displayed again. Fill with water as done before.
   ⑥ After water filling is complete, close the water cap by turning it clockwise.



※ The water shortage error code may occur 2~3 times during initial use. Repeat the water replenishment procedure according to the above instructions until enough water is replenished.
※ We recommend using distilled water, bottled water, purified water or tap water. Using tap water may cause partial product discoloration.
※ If the water touches the safety net inside the water inlet, it can overflow. Be careful to keep the water level low enough to prevent it from touching the safety net.
※ For continuous and stable heating, it is recommended to fill water above the second stage (the mid level) before or while using.

6. **Set desired temperature to begin use. Refer to the "Control Panel Features" page for instructions on setting the temperature.**

Control Panel Features

Power On and Off

You can turn the power on and off by touching the power button on the heating unit. The temperature is set to 95°F(35°C) both on the left and right when the power is first turned on and the current temperature is displayed on the Heating unit display window. When power is turned off and restarted, the temperature is automatically set to the previous operating temperature.

Setting the Temperature

The heating temperature can be set between 82°F(28°C) through 113°F(45°C). The queen and king sizes are equipped with dual heating function which can set the left and right temperatures independently. When setting the temperature above 100°F(38°C), the high temperature entry mode is applied for safety and the high temperature warning lamp will be lit.

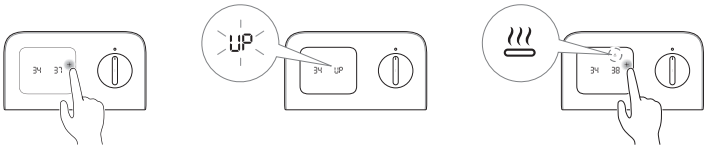
Setting the left and right temperatures

The left and right temperature of the pad can be set in 1°F increments with the "+/-" buttons on the left/right display screen. When the desired temperature is displayed on the screen, setting will be completed after 3 seconds.

※ Single size do not have dual heating mode.

※ Dual left/right heating is recommended to be used at 95°F(35°C) or higher.

Setting temperatures over 100°F(38°C)



① When the "+" button is pressed when the set temperature is at 99°F(37°C) , "UP" will be displayed on the screen.

② Release the button and wait for a brief moment, the "UP" indicator and the high temperature caution lamp will blink. (For about 1.5 seconds)

③ Pressing the + after the brief moment will allow the temperature to be set above 100°F(38°C). If you touch + button again, you can set a high temperature over 100°F(38°C).

Turning off heating on one side

Touch the "-" to reduce the temperature past 82°F(28°C) and "OF" will be displayed on the screen.

For single size

The current temperature is displayed on the left of the display window, and the set temperature is displayed on the right.

Power saving mode

If the heating unit has not been operated for 30 seconds, it goes into step 1 power saving mode. (Screen brightness decreases)If the power saving mode is maintained for more than 1 minute, the power saving mode is entered in step 2 and the "Operation indicator" icon is displayed to indicate normal operation. This indicator icon will display for sides that are being heated. If only one side is being heated, the indicator icon will only be displayed on that one side. To resume control of the heating unit, touch any button to exit power saving mode.

Setting the Timer Mode

The timer can be set for 3 to 12 hours, and the heating unit will automatically power off after the set time has passed.

① Touch the timer button and the time will be start to blink on the right screen.
② Set the desired time by touching the "+/-"
③ When the desired schedule time is displayed, the setting is completed after 3 seconds and the screen display changes to the temperature display.
④ When the timer mode is activated, touch the Timer button again to cancel the timer mode.

Setting the Lock Mode (Child Lock)

Lock Mode (Child Lock) can be set to prevent accidents caused by unit tampering by infants or young children.

① With the heating unit on, touch the Lock button for 2 seconds to activate lock mode.
② When lock mode is activated, none of the buttons of the heating unit will work.
③ Touch the lock button for 2 seconds to deactivate lock mode.

Setting Mute and Volume

You can adjust the volume of the voice guidance.

① By touching the volume button on the boiler control panel, you can select mute and volume in 1 ~ 3 steps.
② When set to 0, the mute lamp is lit.
③ The setting is completed automatically after 3 seconds after the desired volume level is displayed as a number.

Setting the Sterilization Mode

You can sterilize the water inside the pad and the heating unit.

※ Caution ※ Please DO NOT use the bed warming mattress pad when the sterilization mode is active.
Please DO NOT consecutively activate sterilization mode.
Consecutive activation can lead to overheating errors.
Please close the water cap tightly while the sterilization mode is active, because the water is heated at high temperature.

① Touch the Sterilization button for 2 seconds to initiate sterilization mode. The sterilization lamp will light up.
② The time to completion of sterilization will be displayed on the screen, showing minutes and seconds remaining.
③ Sterilization mode lasts for 30 minutes. Once the sterilization is complete, the heating unit will automatically turn off.

Setting the Fast Heating

※Exclusive use for APP & Remote Control

This function helps you reach the set temperature more quickly.

① It is possible to set fast heating mode through quick heating button or application of remote controller.
② When fast heating is selected, the icon will light up and fast heating mode will be activated.
③ Fast heating function lasts for 30 minutes.
④ It is possible to resume after 30 minutes.
※ During fast heating operation, the function is automatically shut down when the set temperature is reached.

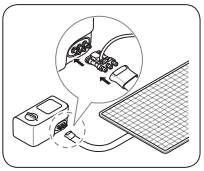
※ **Auxiliary heating mode**
If the set temperature cannot be reached, the heater output is changed to 350W maximum, and it is controlled automatically until the set temperature is reached.
The heating unit controls itself without any button operation.

Setting the Auto Drain Mode

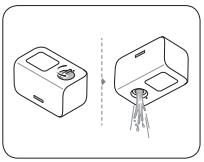
There is a risk of burns, so sufficiently cool the boiler and mat before draining.

※ If you use the water for a long time without replacing the water, minerals and other components in the water may solidify and cause foreign substances like incrustation.
※ Even after the automatic water drainage, there may be remaining wat in the mat depending on the usage environment. Use the enclosed air pump and residual water removal kit to remove the remaining water.

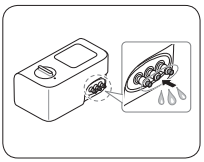
① After turning off the boiler, sufficiently cool the water in the boiler and the mat.
② If the water is cool enough, place the boiler and the mat on the floor and prepare a drip tray (about 1.8L) and an Auto drain kit.
※If the mat is above the Auto drain kit, water may overflow.



③ Remove the boiler and mats by pressing the easy connector on the back of the boiler connector.
※ Be careful because some water drops may fall between the connectors.
④ Open the water inlet lid of the boiler and check if the water is full.
If the water is full, close the cap tightly; otherwise fill the water.
※Automatic drainage function is to automatically discharge the water inside the boiler and mattress pad.
Normal operation is possible when the water in the boiler is full and the water inlet lid is properly closed.



⑤ Turn on the boiler again and touch the drain button for about 2 seconds.
⑥ Follow the voice guidance to connect the Auto drain kit between the boiler and the mat connector, and then press the drain button again.
※ Please connect the Auto drain kit following the voice guidance



For slim mat type models (EQM5 ** - * S), please connect the kit to the boiler first.

※ If the connection order is reversed, it may cause leakage.
⑦ After the automatic drainage mode, please tilt the boiler as shown in the figure to remove the remaining water.
⑧ Press the protruding part of the water-inlet/outlet connector at the rear of boiler as shown to remove the residue.

Connecting Smartphone Application

If you install Navien Mate app on your phone and connect it with Bluetooth or Wi-Fi, you can operate the bed warming mattress pad with the app.

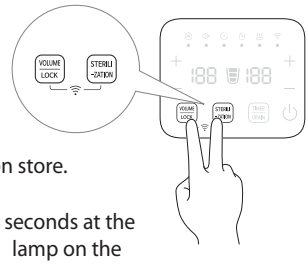
How to download Navien Mate application Download Navien Mate application by searching "Navien Mate" in Google Play Store or Apple App Store.

- [Android] Run Google Play Store → Search for 'Navien Mate' → Install → Select → Run
- [iOS] Launch App Store → Select Search → Enter 'Navien Mate' → Select [Download] → Download

Supported OS

iOS 9.0+, Android 4.4+
(Some features may work differently when operating on other smart phones.)
Connect the smart device after installing the application

How to connect Wi-Fi after installing the application



① Install the application by searching 'Navien Mate' in the application store.

② Connecting Wi-Fi
When the boiler is on, press VOLUME LOCK and hold the STERILI -ZATION button for two seconds at the same time, the smart device is ready to connect and the lamp on the screen display blinks.

③ Connecting to APP
Launch the Navien Mate app on your phone. Select [Connect Bluetooth] or [Connect Wi-Fi] to go to each connection screen.(Please refer to the following page for more information on How to Connect Application and Bed Warming Mattress Pad using Wi-Fi

④ Terminating Smart Device Connection
If you want to terminate the connection from the application connection, press the VOLUME LOCK button and STERILI -ZATION button on the boiler control panel for 2 seconds, the lamp disappears and disconnects with the smart device

※ Please check before connecting to Wi-Fi!

- Prevent bad networks
- Disconnect weak signaling Wi-Fi
- Disconnect when Internet is not available
- Disconnect abnormal AP
- Automatically switch networks
- Check Internet service
- Switch to smart network

Wireless Specifications

Wi-Fi module specifications

Specifications	IEEE 802.11 b/g/n
Wireless Channel	Channels 1~13
Authentication Methods	OPEN, WEP, WPA-PSK, WPA2-PSK

Wi-Fi Precautions

① The SSID is 32 digits or less, and the password is 64 digits or less (depending on the security method). The alphabet + number + space can be used in combination. Supports IEEE 802.11 b / g / n mode.

② Wireless usable channels: 1 ~ 13 channels (2.4GHz band) ※ 5GHz band cannot be used

③ Authentication method: Supports OPEN, WEP, WPAPSK, WPA2PSK, WPAPSK / WPA2PSK.

- WPAPSK (TKIP) and WPA2PSK (AES) are recommended.
- When using encryption, WEP authentication method is not recommended because it is vulnerable to security.
- We do not recommend connections that are compatible with the new Wi-Fi authentication specifications and Wi-Fi nonstandard authentication

④ Depending on the connected AP, wireless network connection may not be smooth.

⑤ If a device using the same frequency band is nearby, it may interfere with connection to AP device.

⑥ When connecting to a wireless network, it may not be connected to the network depending on the surrounding environment.

⑦ Please contact your service provider for internet service that requires authentication of a separate provider, as it may not be connected.

⑧ Network setting method may be different depending on network environment.

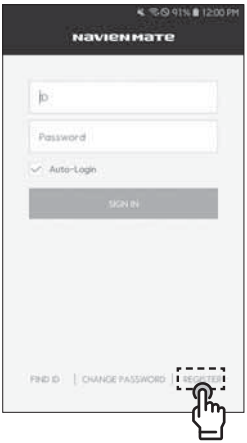
⑨ If the setting of the router is changed during operation (SSID, password, authentication method, channel), connection to the router may not be smooth. In this case, please reset the router.

※ The software or manual may be changed without any notice due to performance improvement and other reasons.

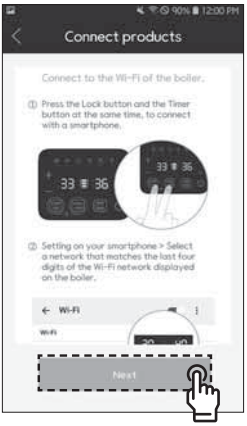
bed warming mattress pad

1. Run the application and select [Connect Wi-Fi] and press the [Next] button.
2. Click the [Subscribe] button at the bottom of the login screen to register.

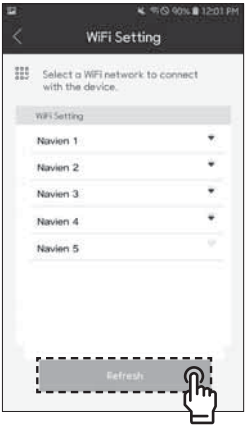
※ ID is required to use remote controlling function through the app.



3. Follow the instructions on the screen and select [Settings] → [Wi-Fi] on the smart phone. Please select Navien Mate's AP. (Example: NKMKDxxxx)→ Please check if Wi-Fi connection is possible. (You can connect the AP by touching the [VOLUME LOCK] button and the [STERILI-ZATION] button simultaneously for 2 seconds in the boiler section.)
4. When the connection is completed, press the [Next] button on the Navien Mate application screen.

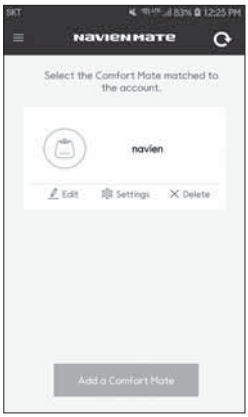


5. Select the wireless router you want to connect to Navien Mate, enter the password of the router you want to connect to, and click the [Next] button. (Leave it blank if you do not have a password and select the [Next] button.)



※When the product and router are connected, the number on the left of the boiler display increases by 50 or more. The connection may take some time, please press the Next button and wait a moment.

6. Enter the nickname of the Navien Mate, select the region, and then press the [Next] button.
7. After entering the information, click the [Finish] button to complete the registration.
8. When the Navien Mate is displayed on the connected bed warming mattress pad , remote control via application is possible.



※If you cannot proceed in the 'Device Information Registration' stage
- When the number on the left of the boiler display is less than 50: The product and router are not connected. Check the router power or password and restart from the beginning.
- When the number on the left of the boiler display is between 51 and 75.
- The Internet is not connected. Check the router's Internet environment and start over.

※When the server is connected with the product, the number on the left of the boiler display goes up to 99.

Using Smartphone Application

※ For EQM580(Wi-Fi), EQM560(Bluetooth)

If you install the Navien Mate app on your phone and connect it via Wi-Fi, you can operate the bed warming mattress pad with the app.

Power On and Off

You can turn the power on and off by touching the power icon after launching the Navien Mate app.

How to set temperature

You can adjust the left and right temperature simultaneously by touching the whole temperature control button on the main screen. On the left side of the app main screen, set the desired temperature by moving the balloon marked with the temperature on the left / right side of the screen and touch the Save button to complete the setting. Touch the Save button to complete the setup.

Setting the Timer Mode

Off-schedule

① Touch the timer icon on the main screen to display the timer setting window.
② Touch the icon beside Off reservation to activate the reservation function and select the desired time from the time setting menu at the bottom. (3 to 12 hours)
③ Touch the 'Settings' button at the bottom of the setting window to complete the setting.

On-schedule

① Touch the timer icon on the main screen to display the timer setting window.
② Touch the icon next to the on schedule to activate the reservation function, and then select the desired start temperature and start time from the time setting menu at the bottom.
③ Touch the 'Settings' button at the bottom of the setting window to complete the setting.

Setting the Lock Mode(Child lock)

Touch the lock icon on the main screen to set the lock (child lock) function. When the lock is set, pressing the control panel of the boiler does not operate. Touch the lock icon on the main screen again to release the lock (child lock) function

Setting the Mute and Volume

Touch the volum icon on the main screen to display the voice setting window. The volume can be adjusted in three steps. When set to mute, the volume icon changes to mute.

Setting the Fast Heating

① Touch the fast heating icon on the main screen to set the fast heating mode.
② Fast heating will run for 30 minutes.
③ If you touch the fast heating icon again in quick heating setting, fast heating is canceled.

Setting the Automatic Temperature Control

Automatic temperature adjustment is an app-specific function that can be set only through the app. Touch the automatic temperature adjustment tab to go to the setup screen. It can be set by selecting from basic mode / custom mode. In the automatic temperature adjustment mode, the temperature cannot be set with the touch button.

1) Default mode

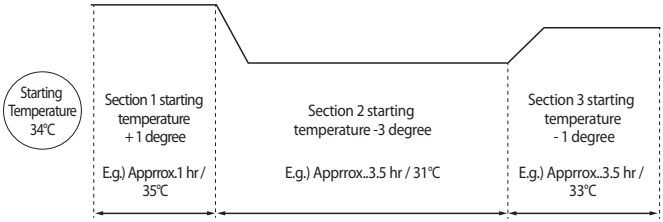
You can set it by selecting the default mode.

※ The temperature can be set within the appropriate temperature range.

- Slim mat type models (EQM5 ** - * S): 30 ~ 33℃
- Set the left / right sleep time (5 ~ 10 hours).

※ Example of Default mode temperature change pattern

E.g.) When the start temperature is set to 34℃ for 8 hours



< Temperature change graph of Basic Mode >

※ The temperature of the Navien Mate can be set within the appropriate sleeping temperature range. If set to the highest temperature in the appropriate sleeping temperature range, the first zone (for the first hour) is automatically maintained at the maximum temperature without increasing the temperature.

※ Use below 35℃ when sleeping or long-term use.

2) Personalized mode

Personalized mode can be selected to maintain the desired temperature for the desired time.
Touch the Left Temperature Time / Right Temperature Time tab to set the time and temperature.
Touch the + button to add a Personalized mode section on the Sleep Time Setup screen.
When you touch the Sync button, the sleep time and temperature will be set equal to the setting value on the left.

Setting the Push Notifications

You can receive push notifications and instructions on using the bed warming mattress pad. (Push notifications are set to receive by default.)If you want to turn off push notifications, select [Settings] on the top tab of the application, uncheck the items you do not want to receive by push notifications, and select the [Save] button.

- **Notification of error information**
  When the bed warming mattress pad error occurs, the mobile phone receives a push notification.
- **On-schedule notification**
  You will receive a push notification at the time you set the on schedule to verify that the bed warming mattress pad is on.
- **Notice**
  Once the announcements related to the use of the bed warming mattress pad are updated, you will receive a push notification.

Product Storage

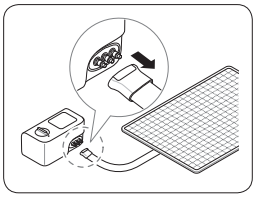
How to Manually Drain the Product

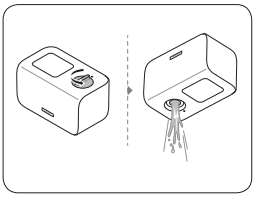
Make sure that the water in the heating unit and the pad has sufficiently cooled before draining to prevent risk of burn.

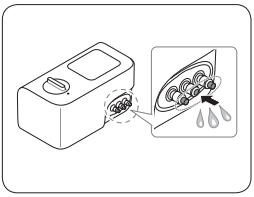
※ If the water has not been replaced for a long time, the mineral or other solids in the water may solidify to create scale.

How to drain the heating unit

① Prepare a bucket or bowl to receive the water. (approx. 1.8L)
② Remove the hose by pressing the easy connector connected to the water-inlet/water-outlet connector at the rear of the heating unit.
③ Remove the water inlet cap by turning it counterclockwise.
④ Tilt the heating unit to remove the water out of the inside.
⑤ To remove the remaining water from the water-inlet/water-outlet connector of the heating unit, press the protruding part of the connector to extract the remaining water.
⑥ Air dry sufficiently with the water inlet cap open in a shaded area.

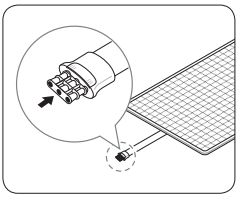


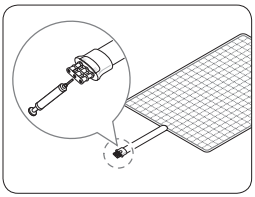


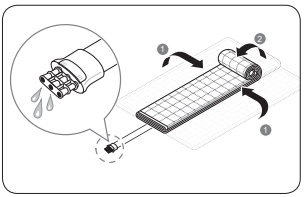


How to drain the mattress pad

① Prepare a bucket or bowl to receive water from the pad. (approx. 1.8L)
② Hold the end of the hose and connect the water removal kit provided at the time of purchase.
③ Fold the pad to remove the residual water inside, or insert the included air pump into the center of the residual water removal kit and pump slowly to remove the residual water.



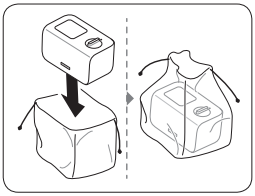




If the product will not be used for a long period of time, separate the mattress pad from the heating unit and remove the water before storing.

How to store the heating unit.

Dry the boiler sufficiently in the shade. Put it in a storage bag and store it in a well-ventilated place away from direct sunlight.

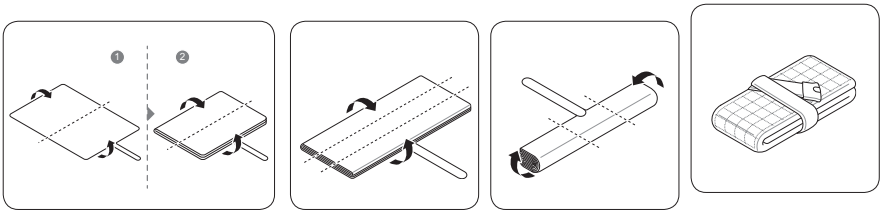


How to store the mattress pad

① Fold the pad as shown on the illustration..

② Store after winding the hose.

③ Keep it well stored in a storage bag.



Caring for the Product

Cleaning the heating unit

When cleaning the exterior of the heating unit, moisten a soft cloth with lukewarm water, wring, and wipe gently.
Do not wipe the screen display and heating unit control panel with alkaline detergent.
Do not use sulfuric acid, hydrochloric acid or organic solvents (thinner, kerosene, acetone, etc.) to clean the surface of the heating unit.
Do not attach stickers, etc. The surface may be damaged.

Cleaning the mattress pad

To clean the pad, take the cover off wipe it off with a wet towel, and dry it.

Cleaning the pad cover

Take the cover out of the pad, then turn it inside out and zip it.
Wash it with your hands lightly in cold water.
Let the washed cover to dry naturally and cover it on a pad for reuse.

※ Do not immerse the cover in water or boil it.
※ Do not use bleach for it in severe contamination and wash it immediately.
※ Do not use machine drying.

Error Code Guide

If an error code is constantly displayed on the display window, receive an inspection by contacting the Navien customer support center in the US. (877-689-1541).

Error Code	Error Description	Cause	Action to Be Taken
Er02	Water shortage error	There is a lack of water.	Replenish the water in the heating unit. * Water level cannot be read when distilled water has been used. Please test the unit with tap water and if there is no issue, use the water specified in this manual. (Mineral water)
Er05	Water tank supply temperature sensor error	There is a disorder in the supply temperature.	Please contact the Navien Technical Support.
Er11	Water level detection Error	Normal water level detection is dysfunctional.	Please contact the dealer or Navien Technical Support. * Water level cannot be read when distilled water has been used. Please test the unit with tap water and if there is no issue, use the water specified in this manual. (Mineral water)
Er16	Water tank overheating error	The temperature of the water tank is overheated.	Please contact the dealer or Navien Technical Support.
Er17	Heating disorder Error	There is a disorder with a part related to heating.	Please contact the dealer or Navien Technical Support.
Er18	Return water temperature sensor error	There is a disorder in the return water temperature sensor.	Please contact the dealer or Navien Technical Support.
Er28	Water leakage error	A water leak caused by a damaged hose inside the pad is detected.	Please contact the dealer or Navien Technical Support. * Water level cannot be read when distilled water has been used. Please test the unit with tap water and if there is no issue, use the water specified in this manual. (Mineral water)

Trouble Shootings

If there is a problem with the product, please check the following first.
If the problem continues after checking, please contact customer support center (877-689-1541, US).

Symptom	Cause	Action to Be Taken
The heating unit works normally but the pad is not warm	Poor connection between heating unit and pad	Check whether the connector of the pad has been connected until there is a "click" sound.
	Circulation disorder due to the location of heating unit and pad	1) When using on a bed, check whether the pad connecting hose is drooped and laid in a U shape. 2) Organize the hose so that the connecting hose is spread out for smooth circulation.
	Circulation disorder due to air pressure inside pad	1) Set at the maximum temperature and reset the power 2 to 3 times. 2) After operating for about an hour, the air is discharged naturally, and smooth use is possible.
	Water shortage	Heating may not work if there is a shortage of water, so sufficiently replenish water.
Power does not turn on	Poor contact with outlet	Check the connection with the outlet.
	Dysfunctional balancing sensor	Check whether the heating unit is on a hard surface. (No Carpet)
Noise occurs	Initial high speed mode motor Rotation	When initially connecting, high speed mode may operate to supply water for 3 minutes and rotating noise may be heard, but it does not occur afterwards.
	Intermittent Motor Noise	The motor will run to circulate the water in the mat if the heating unit is plugged in but has not been used for awhile.
The remote control does not work	Consumption prevention vinyl is not removed	Remove the vinyl battery cover.
	Worn out battery	Replace the battery.
	Remote control sensor is blocked on the heating unit.	Clear the area near the remote control sensor on the heating unit.
The heating unit turns off by itself	Timer mode	Please check if the timer mode is turned on.

Detailed Specifications and Dimensions

Category		EQM580
Model name		EQM580-SSUS EQM580-QSUS EQM580-KSUS
Rated power consumption		AC 120V, 60Hz, 280W / 330W
Water tank capacity		0.18 gal 700 ㎖
Heating unit size		D11 x W6.7 x H6.7 (in) D280 x W170 x H170 (㎜)
Weight		4.4 lbs. 2.0 kg
Pad		100% Polyester with environmental friendly PVC coating and phthalate additives below standard levels
Pad size	King	76.8 x 65.0 (in) 1,950 x 1,650 (㎜)
	Queen	76.8 x 57.0 (in) 1,950 x 1,450 (㎜)
	Single	76.8 x 39.4 (in) 1,950 x 1,000 (㎜)
Pad cover		100% cotton (40 thread), Polyester filling
Cover size	King	80.7 x 68.9 (in) 2,050 x 1,750 (㎜)
	Queen	80.7 x 61.0 (in) 2,050 x 1,550 (㎜)
	Single	80.7 x 43.3 (in) 2,050 x 1,100 (㎜)
Operation method		Motor circulation method (Applying BLDC motor)
Manufacturer / Country of manufacture		Republic of Korea
Certification		

※ Pad/cover size may vary from product to product. (Product Size ± 30mm)
※ Pad/cover color may vary from product to product.

FCC Certification

FCC Information to User

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.

Caution

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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Product Warranty

Model Name		Limited Product Warranty
Serial Number		2 years

- The terms stated in the warranty ensures product quality.
- Warranty coverage starts from the date of purchase. (If the date of purchase cannot be identified, it starts from 6 months after the date of manufacture.)
- Product warranty registration is required for service.
  Register the Model Name, Serial Number, and Place and Date of Purchase at the following website:
  www.comfort-mate.com

Warranty Exclusions

- Improper installation and/or use not in strict compliance with the User Manual instructions.
- Product purchased through a supplier or distributor not authorized by Navien.
- Modification or alteration of the Product in any manner, including but not limited to, removal of any component or part, addition of any non-approved components, relocating or moving the Product from its original installation site, or any accidental or intentional damage to the Product.
- Installation for non-recommended uses.
- Any damage caused by local adverse conditions including but not limited to hard water deposits, lime or mineral build-up, operating in corrosive atmospheric elements.
- Damage or problems caused by issues such as electrical surges, flooding, fire, abnormal external temperature, and any other cause of damage not directly caused by a manufacturing defect.
- User's failure to fully comply with the User Manual procedures previously provided to the end user as is available from Navien. Such policies include but are not limited to the Installer's failure to first contact Navien Technical Support while in front of the product for purposes of troubleshooting the identified problem or issue.
- Any damage, malfunction or failure caused by abuse, negligence, alteration, accident, fire, flood, freezing, wind, lightning and other acts of God.
- Removal or alteration of the Product information and safety ratings.

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