

DearALL Drift X User Manual — Internal Draft

设计与印刷要求（仅供设计师执行，正式印刷稿中删除本页）

项目	要求
成品尺寸	210 × 140 mm（宽 × 高），横版
纸张	内页100g双胶纸；封面157g 铜版纸
工艺	封面覆哑膜
颜色	封面四色，内页黑白印刷
装订方式	骑马钉；总页数须为4的倍数
语言	美式英语
出血	四周3 mm
交付文件	可编辑印刷源文件、印刷预览PDF/JPG

DearALL

Drift X

SLEEP AUDIO PILLOW WITH NECK HEATING

USER MANUAL

Model: Drift X



内部草稿提示：

- 黄色内容：为待补充或一般待确认信息；
- 红色内容：为涉及安全、额定参数、温度、认证或法规的高风险待确认信息；
- 蓝色内容：为面向设计师的视觉制作说明，用于提示需要补充的图片、示意图、标注或版面素材，不属于消费者可见的正式说明书正文。

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1. Important Safety Instructions

Read all instructions before using the Drift X pillow. Keep this manual for future reference. This product is intended for indoor use by adults.

Electrical and Moisture Safety

- Do not use the product in a bathroom, damp location, or while your hair is wet.
- Use the product only when the pillow, covers, hardwired controller, fixed controller cable, detachable power cable, and all electrical components are completely dry.
- If liquid enters any electrical component, stop using the product immediately. Do not charge or reconnect it to power.
- Do not pull, twist, pinch, sharply bend, or crush any cable.
- Keep cables away from your neck, infants, and children to reduce the risk of entanglement or strangulation.
- Stop using the product if a cable is damaged, the product becomes unusually hot, produces a burning odor, becomes deformed, makes an abnormal sound, or does not operate normally.

Heating Safety

- Use the heating function only with the original outer cover correctly installed.
- Avoid prolonged direct contact between bare skin and the heating area.

- Stop using the heating function if you experience redness, burning, numbness, or discomfort.
- Do not fold, sharply bend, puncture, or compress the heating area.
- Do not use this product if you are unable to operate it independently.
- Do not use this product if you have a pacemaker or other implanted medical device.

Because heating turns off automatically 20 minutes after it is activated, you may fall asleep while heating is on. The product may remain connected to wall power after heating turns off.

Battery and Audio Safety

- Do not disassemble, crush, puncture, burn, or expose the product to excessive heat.
- Keep the volume at a comfortable level. Prolonged listening at high volume may affect hearing.
- This product does not include a microphone and cannot be used to answer calls.

2. Package Contents

- Sleep Audio Pillow × 1
- USB-C to USB-C Power Cable × 1
- User Manual × 1

Power adapter not included. A compatible user-supplied USB-C (Type-C) power adapter is required for heating. The adapter output should be 5 V, 2 A and must comply with applicable local electrical safety regulations and standards. The included detachable power cable has USB-C (Type-C) connectors on both ends and is compatible with USB-C chargers for Apple and Android devices when the adapter output meets the required rating. Do not use a low-quality, damaged, or incompatible adapter.

The removable outer cover is installed at the factory; no separate installation is required after opening the package.

【设计说明：此处需添加枕头主体、电源线、说明书的线稿图，不用和实物一模一样，大体相似能示意即可】

3. Product Overview

The Drift X combines a dual-height memory foam pillow, built-in sounds, wireless audio, and heating. The heating area is located at the higher end of the pillow, and the controller is permanently connected to the pillow by a fixed cable.



Built-in sounds and wireless audio can operate from the internal battery. Heating is available only when the controller is connected to a wall outlet through the included

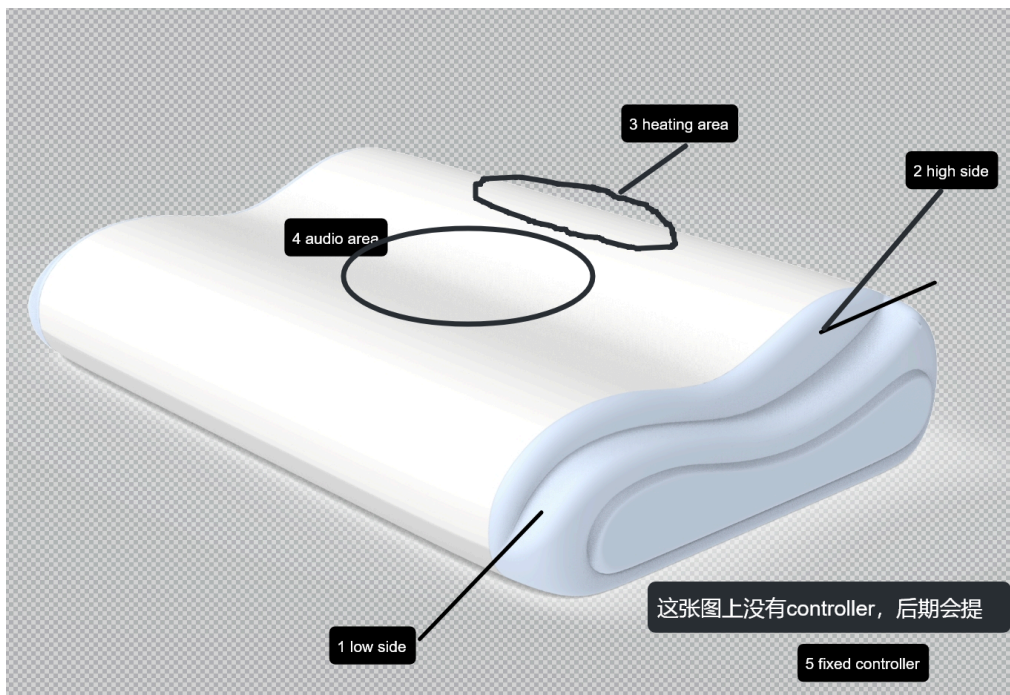
power cable and a compatible user-supplied power adapter.

Main Parts

1. Low side
2. High side
3. Heating area
4. Audio area
5. Fixed controller
6. Removable outer cover and rear zipper

Product dimensions: approximately 25.2 × 18.9 × 4.7/3.9 in (64 × 48 × 12/10 cm).

【设计说明：正面图标注 序号1-5的内容，Heating area、Audio area、Fixed controller、High Side、Low Side；背面图仅标注 Removable outer cover zipper。】



4. Before First Use

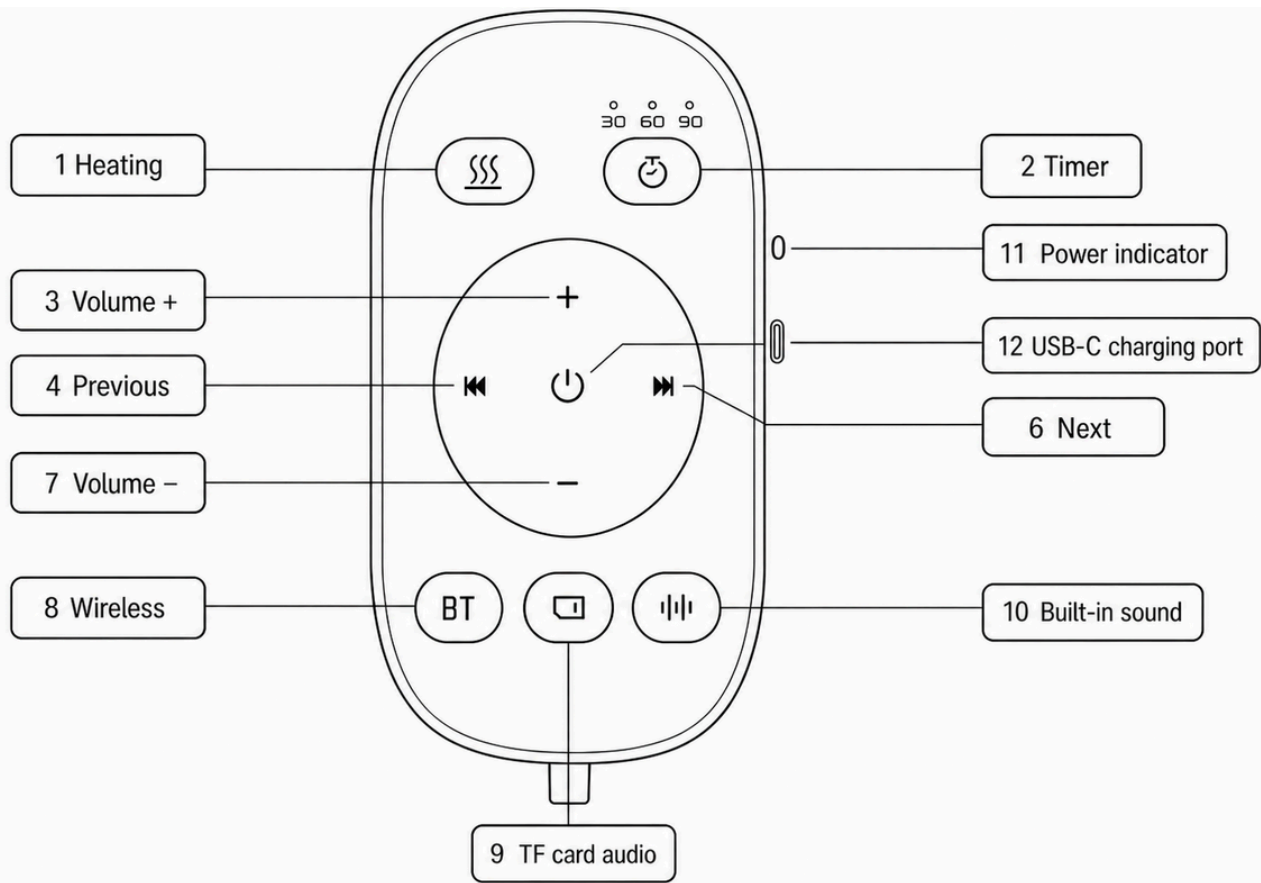
1. Remove all packaging materials and place the pillow on a clean, dry, flat surface.
2. Inspect the pillow, hardwired controller, fixed controller cable, detachable power cable, zipper, and connections. If any part is damaged, do not use the product. Contact the customer support email listed on the last page of this manual.
3. After opening the compressed package, allow approximately 2 minutes for the memory foam to recover its intended shape. No airing-out period is required. Use the pillow after it has fully expanded.

4. Charge the audio system before first use.

5. Controls and Basic Operation

Controller Controls and Ports

The diagram uses reference numbers 1–12; the tables below use the same numbers.



Control	Operation	Function
1 Heating	Hold for 1.5 seconds / Short press	Turn heating on or off / Cycle through Levels 1–3
2 Timer	Short press	Cycle through the 30-, 60-, and 90-minute audio timers
3 Volume —	Short press	Decrease the volume
4 Previous	Short press	Play the previous built-in sound, wireless audio track, or TF card audio track
5 Power / Play-pause	Short press / Hold for 1.5 seconds	Play or pause audio / Turn the entire product system on or off
6 Next	Short press	

		Play the next built-in sound, wireless audio track, or TF card audio track
7 Volume +	Short press	Increase the volume
8 Wireless	Short press	Enter wireless connection mode or disconnect the current wireless connection
9 TF card audio	Short press	Switch to TF card audio when a user-supplied TF card is inserted. TF card not included
10 Built-in sound	Short press	Switch to built-in sounds

Default and Memory Behavior

- The product starts in Built-in Sound mode after power-on.
- Built-in sound track memory is supported. The product resumes the built-in sound that was playing when it was last powered off.
- The audio timer setting is not saved. The audio timer defaults to 60 minutes each time the product is powered on.
- The heating level is not saved. Heating starts at Level 1 each time the product is powered on or the heating function is activated again.

Controller Indicator and Port

Number	Description
11 Power indicator	The power indicator flashes red when the battery is low. It remains solid red while charging and turns solid green when charging is complete.
12 USB-C charging port	Connects to the included USB-C to USB-C power cable.

The internal battery can power built-in sounds and wireless audio. Audio may continue playing while the audio system is charging. Heating cannot operate from the internal battery and requires connection to a wall outlet.

Automatic Light Shutoff

- When the product is not connected to a wall outlet, all controller lights turn off automatically after 10 seconds without operation.
- When the product is connected to a wall outlet, the charging indicator remains on; all other lights turn off automatically after 10 seconds without operation.

6. Wireless Audio

First Connection

1. Press and hold the Power button for 1.5 seconds to turn on the entire product system. Built-in white noise plays by default after power-on.
2. Press the Wireless button. All blue button lights on the controller begin flashing. The product takes approximately 5–15 seconds to become discoverable and connectable. All blue button lights continue flashing until a connection is established.
3. Open the wireless settings on your phone or mobile device.
4. Select “DearALL Drift X” from the list of available devices.
5. After a successful connection, the voice prompt says “Bluetooth device connected.”
6. Start playback on the mobile device and adjust the volume to a comfortable level.

Automatic Reconnection and Disconnection

When powered on, the product automatically reconnects to the most recently connected device. It does not support simultaneous connection to two mobile phones. When the wireless connection is disconnected, the voice prompt says “Bluetooth device disconnected.”

Incoming Calls

For an incoming call, the ringtone switches to the phone and call audio also plays through the phone. The entire call is handled on the phone. Music resumes automatically after the call ends. The Drift X does not include a microphone and cannot be used for calls.

7. Neck Heating

Before Turning On Heating

1. Make sure the original outer cover is correctly installed.
2. Connect the included power cable to the controller.
3. Connect the cable to a compatible user-supplied power adapter.
4. Plug the adapter into a wall outlet.

If the product is not connected to a wall outlet, built-in sounds and wireless audio may still be used, but the heating area will not heat.

Operating Heating

1. Press and hold the Heating button for 1.5 seconds to turn heating on or off. The voice prompt says “Heating turn on” when heating is turned on and “Heating turn off” when heating is turned off.

2. When heating is on, short press the Heating button to cycle through Levels 1–3. The corresponding voice prompt is “level 1,” “level 2,” or “level 3.”

The heating level is not saved. Heating starts at Level 1 each time the product is powered on or heating is activated again.

The three temperature levels are: Level 1 — 100.4°F (38°C); Level 2 — 109.4°F (43°C); Level 3 — 118.4°F (48°C).

Heating turns off automatically after 20 minutes.

You may fall asleep while heating is on. The product may remain connected to wall power after heating turns off.

8. Cleaning and Care

Before Cleaning

1. Turn off all functions.
2. Unplug the adapter from the wall outlet and disconnect the detachable power cable from the controller.
3. Open the rear zipper and carefully remove the outer cover. Do not pull the hardwired controller or fixed cable.

Outer Cover

The removable outer cover is the only part intended for washing.

Wash the zippered outer cover in a domestic or commercial machine in water not exceeding 30°C, at a delicate/gentle setting. Use a mild liquid detergent, preferably non-alkaline, without added bleach. Air dry only. Do not iron.

Inner Cover and Memory Foam Core

- The inner cover has no zipper, is not removable, and must not be washed.
- Do not wash, machine wash, soak, or immerse the memory foam core in water.
- If airing is needed, place the pillow in a dry, well-ventilated area.
- Do not use the product until every part is completely dry.

Electrical Components

Do not attempt to remove, wash, or immerse the hardwired controller, fixed controller cable, audio components, heating element, internal wiring, or connectors.

Storage

Store the pillow in a cool, dry, well-ventilated location. Do not place heavy objects on the pillow, fold the pillow in half, or sharply bend or compress the heating area. If the product will not be

used for an extended period, charge the controller once every three months.



Figure 2. Do not fold the pillow for storage

9. Troubleshooting

Problem	Possible Cause	What to Do
The audio system does not turn on.	The internal battery may be depleted.	Connect the included cable and charge the product.
The product cannot be found in wireless settings.	The product may not be in connection mode or may be connected to another device.	Move the mobile device closer, disconnect any previously connected device, and enter connection mode again.
There is no sound.	Playback may be paused or the volume may be too low.	Resume playback and increase the volume gradually.
Heating does not start.	The product is not connected to a wall outlet; heating is off; a connection is loose; or safety protection has activated.	Check the controller power input, included power cable, user-supplied adapter, and wall outlet, then turn on heating. If overheating may have occurred, unplug the product and allow it to cool.
Heating stops automatically.	The 20-minute automatic shutoff time has elapsed.	This is normal operation. To use heating again, follow the final safety instructions.
The product became wet.	Liquid entered the pillow or an electrical component.	Stop use immediately. Do not charge, power on, or use the

	audio or heating functions. Contact Customer Support.
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If the problem continues, stop using the product and contact DearALL Customer Support. Do not attempt to repair the product yourself.

10. Specifications

Product Name	SLEEP AUDIO PILLOW WITH NECK HEATING
Brand	DearALL
Model	Drift X
Product Dimensions	25.2 × 18.9 × 4.7/3.9 in (64 × 48 × 12/10 cm)
Net Weight	1.5 kg (3.3 lb)
Power Supply	A user-supplied USB-C (Type-C) power adapter is required for heating; adapter not included.
Adapter Output Requirement	5 V, 2 A; USB-C (Type-C) interface/output
Battery	Rechargeable lithium polymer battery, 3.7 V, 500 mAh, 1.85 Wh
Charging Time	2 hours
Audio Playback Time	Up to 18 hours
Wireless Range	26-33 ft (8-10 m)
Built-in Sounds	36
Heating Levels	3 levels: Level 1 - 100.4°F (38°C); Level 2 - 109.4°F (43°C); Level 3 - 118.4°F (48°C)
Heating Auto Shutoff	20 minutes
Detachable Power Cable	4.9 ft (1.5 m), USB-C (Type-C) connectors on both ends, 5 V, 2 A
Outer Cover Material	87% Nylon, 13% Spandex
Inner Cover Material	90% Polyester, 10% Spandex
Country of Origin	Made in China

11. Compliance Information

FCC Information

FCC Part 15 Statement

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.

FCC Warning

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

Battery Disposal

This product contains a rechargeable lithium battery. Do not dispose of the battery or this product with household waste. Dispose of or recycle it in accordance with applicable local, state, and federal regulations. Do not incinerate, crush, or puncture the battery, or expose it to fire or high temperatures.

12. Warranty and Customer Support

One-Year Limited Warranty

This product is covered by a **one-year limited warranty** beginning on the date the buyer receives the product. Under normal household use, if the product does not operate properly because of a defect in materials or workmanship, we may, as appropriate, provide repair, replacement parts, product replacement, or another reasonable solution.

What Is Covered

- Failure of the wireless audio, speaker, heating, or controller functions that is not caused by user damage.
- Inability to use the product normally because of a defect in materials or workmanship.

What Is Not Covered

- Damage or failure caused by misuse, drops, impacts, compression, improper use, unauthorized disassembly, or modification.
- Damage caused by failure to use, care for, or clean the product according to this manual.
- Damage caused by water, fire, chemical corrosion, natural disasters, or other external factors.

- Cosmetic wear, fabric aging, stains, and other normal wear and tear.

To Request Warranty Service, Please Provide

- Order number or proof of purchase;
- Product model;
- A description of the problem and relevant photos or video.

If you have any issue with the product, please contact our Customer Support team first. We will provide a solution as soon as possible.

Customer Support

Brand	DearALL
Email	support@dearalltech.com
U.S. Responsible Party	Shenzhen Gongyun Technology Co., Ltd.

DearALL Drift X

Made in China

Manual Version: GY202607 | Effective Date: July 2026

FCC Caution.

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.

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

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 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.