User Manual

HEKA

DIRECTORY

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PRODUCT OUTLINE

02

1.1 Overview

Product name: HEKA AI Mattress

1.2 Composition and specification

① HEKA AI mattress

② The power interface

③ Power adapter

PRODUCT OUTLINE

03

1.2 Composition and specification

PRODUCT NAME	HEKA AI mattress
PRODUCT MODEL	☐MT1 ☐MF1 ☐MF2 ☐MF3 ☐MF4 ☐UT1 ☐UF1 ☐UF2 ☐UF3 ☐UF4 ☐UUT1 ☐UUF1 ☐UUF2 ☐UUF3 ☐UUF4 ☐UUF5 ☐UUF6s ☐GTS ☐Origin ☐Throne ☐AMS-01
AI SLEEP SYSTEM MODEL	AMS-01
MATERIALS& CONSTRUCTION	Fabrics, alpaca wool, silk, Evolon cloth, latex, sponge, and an AI system are used in various combinations in different models.
OPERATING AMBIENT TEMPERATURE	0℃ ~ +35℃
WORKING ENVIRONMENT HUMIDITY	10%~90%
POWER ADAPTER	Input: 100~240V~50/60Hz Max: .5A； Output: 12V 5A

USE AND MAINTENANCE

04

① Mattress Packaging Removal

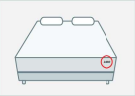
When using the new mattress, the outer layers of packaging should be removed first.

② Bed Frame Requirement

Please use a flat, adequately supportive bed frame. This product cannot be used on a bed frame that lacks sufficient support or is uneven. If a slatted frame is used, the gaps between the slats should be less than 5cm.

③ Mattress Placement

Please place the end of the mattress with the logo label towards the foot of the bed avoiding the head and foot being reversed or the front and back being reversed.



USE AND MAINTENANCE

05

④ Power Connection

Please be sure to use the standard power adapter provided by HEKA. Keep the mattress continuously powered during use. The power adapter can be connected to any power interface at the head or foot of the bed. Connect the mattress to the power adapter, then plug it in. Make sure the mattress power interface is securely plugged in.

⑤ Product Initialization

After the product is powered on for the first time, it will automatically carry out initialization. Please ensure that there are no people or heavy objects on the mattress within 15 minutes after the product is first powered on. After being powered on for 15 minutes, the initialization is completed and it can be used normally.

USE AND MAINTENANCE

06

⑥ Pillow Usage Requirement

It is required to use a pillow that is 35cm wide (we recommend using a gel, latex, or memory foam pillow with a stable shape). Align the top edge of the pillow with the top edge of the mattress and place it against the headboard for better usage.

MAINTENANCE AND PRECAUTIONS

07

① Utilize thin sheets on the mattresses and ensure they are cleaned regularly for maintaining a hygienic sleeping environment.
② The mattress incorporates an artificial intelligence adjustment module internally. Unauthorized opening of the internal structure or self-disassembly is strongly discouraged.
③ Refrain from using corrosive detergents on the fabric. If necessary, use alcohol to wipe dirt off the mat, ensuring it's thoroughly dried afterwards.
④ The mattress surface should not be exposed to high temperatures. Do not iron clothes or smoke on the surface to prevent fire hazards due to fabric rupture.
⑤ Ensure the mattress remains well-ventilated and dry to prevent the growth of mildew or dust mites.
⑥ Minor body indentations (less than 2.5cm) on the mattress during use are normal occurrences due to the dispension of human pressure by the lining material.
⑦ Avoid prolonged exposure of the mattress to sunlight to prevent local discoloration.
⑧ New mattresses may have a slight odor, which is a normal phenomenon. Ensure good indoor ventilation, and the odor will naturally dissipate.
⑨ Do not jump on the mattress or sit on its edges for extended periods.
⑩ Unplug the mattress when it's not in use for long periods
⑪ Refrain from usage if the power plug is damaged or the socket is loose.
⑫ Do not use the product with wet hands, and keep it out of children's reach to avoid electrical shock or injury.
⑬ The mattress incorporates natural silk among other materials. Avoid using a vacuum cleaner or mattress vacuum device on the surface to prevent leakage of such materials.
⑭ The mattress contains natural silk and other materials, as well as an AI module. Using an electric blanket may cause damage and is hence discouraged.

HANDLING AND STORAGE

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① When moving the mattress, first clear the bed of any items. At least four people move the mattress simultaneously, handle with care and avoid hard dragging or pushing.
② Do not drop the mattress from a high place or let the corners of the mattress hit the ground first.
③ Only lift the mattress from the bottom during handling. Do not forcefully grasp other parts to prevent damage.
④ Be cautious to prevent rain or other liquids from seeping into the mattress.
⑤ This mattress is made of natural, environmentally friendly materials. If not used for a long period, do not place the mattress directly on the ground or in a damp environment. Use suitable packaging and store in a dry, ventilated area to prevent the mattress from molding.

AI SLEEP SYSTEM

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Model: AMS-01

1. FCC Regulatory Compliance

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.

changes or modifications not expressly approved by the party responsible for compliance could void the user' s authority to operate the equipment. 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:
① Reorient or relocate the receiving antenna.
② Increase the separation between the equipment and receiver.
③ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
④ Consult the dealer or an experienced radio/TV technician for help.

2. FCC Radiation Exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

3. ISED compliance statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada' s

AI SLEEP SYSTEM

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licence-exempt RSS(s). Operation is subject to the following two conditions:
① This device may not cause interference.
② This device must accept any interference, including interference that may cause undesired operation of the device.

L' émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L' exploitation est autorisée aux deux conditions suivantes :
① L' appareil ne doit pas produire de brouillage;
② L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

4. ISED Radiation Exposure statement

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps. Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

AFTER SALES

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Customers who purchase a HEKA AI mattress through legal channels are entitled to our company's warranty and repair services in the event of non-man-made performance failures.

1. **Warranty Period:** The warranty period for the product is 18 months. Within the warranty period, free repair service will be provided for quality problems caused by non-human factors.
2. **Exclusions:** The warranty does not cover the following situations and the company may charge a reasonable repair and transportation cost based on the circumstances:
   ① Beyond the warranty period.
   ② Unable to provide a valid product purchase voucher.
   ③ Damage caused by not following the instructions for use, maintenance, and care.
   ④ Any accidental negligence or improper use that causes damage to the mattress.
   ⑤ Wear and tear, dirtiness, and other conditions that naturally form over time under normal conditions.
   ⑥ Fabric, padding, etc., are dirty, burnt, damaged, or improperly maintained.
   ⑦ The product's tear-proof label is damaged
   ⑧ Damage caused by natural disasters or force majeure.
   ⑨ Exposure to rain, immersion in water, etc.
   ⑩ Damage caused by unauthorized disassembly or repair without the company's permission.
3. **Quality Issues:** If there are quality problems with the mattress, please contact the distributor or our company in a timely manner to protect your own rights.
4. **Contact Information:** info@hekasleep.com

WARRANTY CARD

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Dear customer, thank you for purchasing the HEKA AI mattress. In order to serve you better, after purchasing the product, please read carefully, fill out, and properly keep this warranty card. This card will be an important proof for you to enjoy high-quality service.

1. User Information:

User Name: _____ Contacts: _____

User Address: _____ Contact Number: _____

2. Product Information:

Product Name: _____ Product Model: _____

Purchase Date: _____ Purchase place: _____

3. Maintenance Records:

Maintenance date	Maintenance reasons	Customer signature	Signature of maintenance personnel