

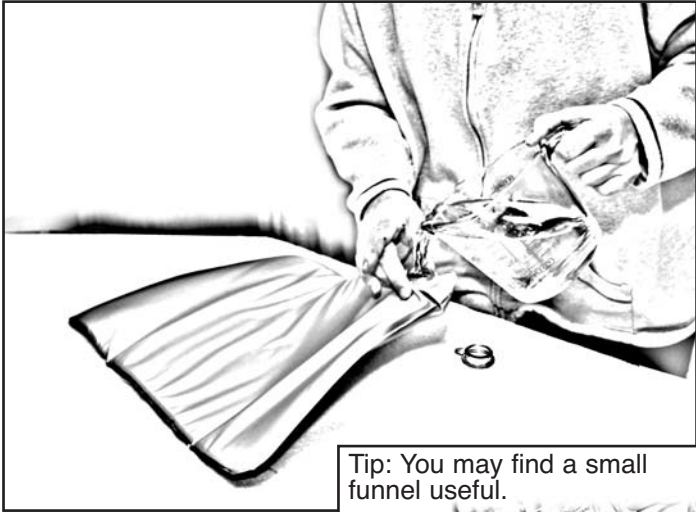
# CHILLOW® INSTRUCTIONS

\*Due to minor marketing changes design or otherwise, the product contained may differ slightly from the one shown here

Congratulations on your Chillow purchase. We have ensured your Chillow has no leaks by compressing it with a vacuum seal. Please read all precautions & instructions on the front and back of this sheet so that your Chillow experience is the most comfortable it can be. Enjoy!

## Add Water

**Step 1.** Unroll your Chillow valve side up on a clean, waterproof surface. Remove the valve cap. Using a calibrated measuring container, slowly pour in **1.9 - 2.1 litres** of warm tap water. A little spill is o.k. An exact amount of water is not needed.



Tip: You may find a small funnel useful.



## Roll air bubble

**Step 2.** Replace cap on valve snapping down tightly. Starting at the "valveless" end, slowly roll the Chillow like a sleeping bag. This will force any air in the unit into an airpocket bubble at the valve end. (Fig. a.)

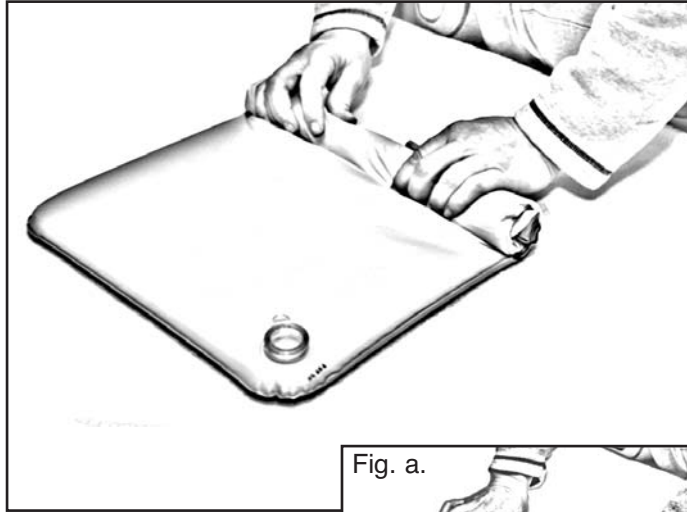
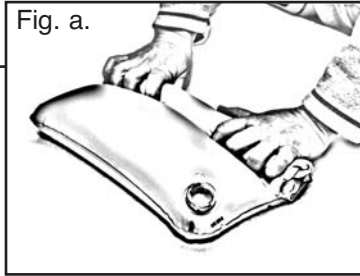


Fig. a.



## Release air bubble

**Step 3.** Holding your roll and air bubble in place, slowly uncap the valve releasing the air. Carefully sweep your arm across the deflating air pocket, forcing out all remaining air. (Fig. b.) Once you have removed all air, recap the valve to create a vacuum seal.

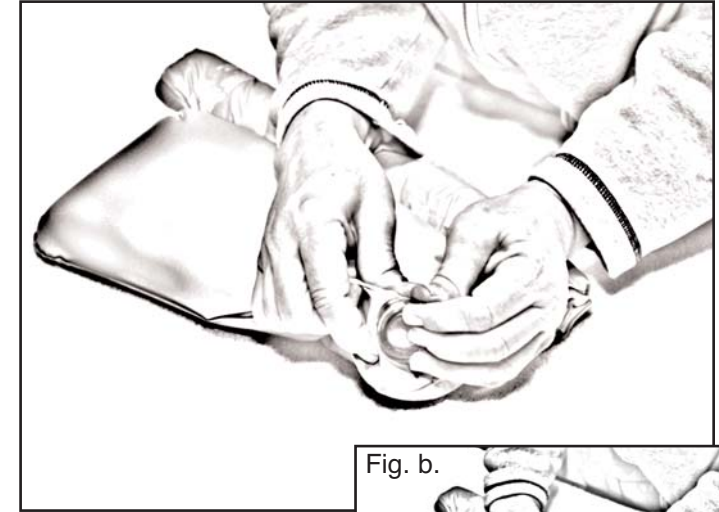
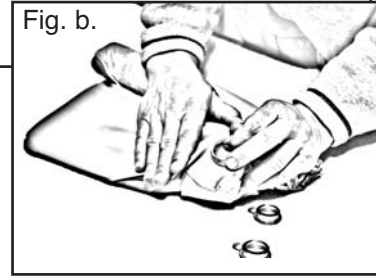
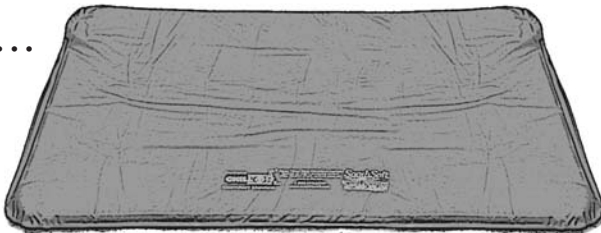


Fig. b.



## Let cool....



**Step 4.** Let your Chillow cool for several hours. It should appear wrinkly and vacuum packed as shown above. If not, repeat steps 2 and 3 until all air is removed. Remember ALL WATER, NO AIR

To Clean: Wipe gently with a damp cloth & mild dish soap

To Store: Leave water sealed in. **DO NOT EMPTY WATER**  
Store flat at room temperature on top of a towel or other soft absorbent surface. Leave uncovered to breathe.

**NEVER PUT IN FREEZER**

## Enjoy....



Remember the Chillow is a **personal** comfort device it may feel cold to some, mildly cool to others & not cool enough to extremely hot individuals (put Chillow in fridge for 5-10 min)

# USAGE INFORMATION



COOL



VERY COOL

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

## 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.

Before



After



coolest spot where heat has been released  
mildly cool spot where heat has been absorbed

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 steps 2 & 3 from the instruction sheet.
- **Keep it out of the sun** Your Chillow will feel more cool than the 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.

## Chillow® BASICS for more info: [WWW.SOOTHSOFT.co.uk](http://WWW.SOOTHSOFT.co.uk)

Chillow only needs water added once to activate it. 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, 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 Comfort Device becomes bunched or twisted 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 steps 2 & 3 of the instructions until it is free of air pockets.

## 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 (**please mark**). 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** on **01494 882224** and we will determine how to assist you or Email us at [info@soothsoft.co.uk](mailto:info@soothsoft.co.uk)

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

## 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.** SoothSoft Innovations Worldwide, Inc. is not responsible for any injury or medical condition incurred while using or handling this product. SoothSoft Innovations Worldwide, Inc. 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 Comfort 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.**

## 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 manufacturers 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.

SoothSoft Innovations Worldwide, Inc's and Soothsoft Ltd's sole obligation under this limited warranty is to replace any product which 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.

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 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