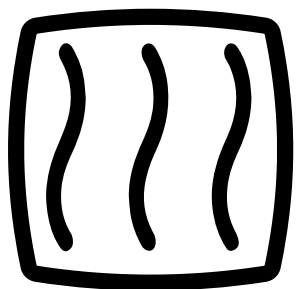


CareCo

▶ WATCH NOW

Scan me on your phone camera to learn more about your product.



**Senza**

HEATED CUSHION

**Instructions for use**

BD03010022



## **BEFORE USE:**

Before you begin using your cushion, please ensure you, and any persons that may assist you in its use, take the time to read, understand and follow the instructions given within this manual carefully.

We recommend that you keep this user manual in a safe place for future reference.

If you have any questions about use, maintenance, or safety, please contact CareCo.



Thank you for choosing CareCo.

CareCo (UK) Limited, 1 Turing Court, Great Notley, Braintree, CM77 7AT  
www.CareCo.co.uk | Tel: 0333 015 5000



Visually impaired users can view this manual in PDF format at the following URL: **www.CareCo.co.uk**

# INTRODUCTION

The Senza Heated Cushion is the perfect accompaniment on a cold winters day or when you simply need to relax and unwind.

## KEY DEFINITIONS

This user manual contains warnings and suggestions marked with the following symbols:



### WARNING!

Highlights a potentially hazardous condition/situation for the user and/or product.



### SUGGESTION

General suggestions and advice for operating the product.



Scan me on your phone camera to learn more about your product.



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# GETTING STARTED

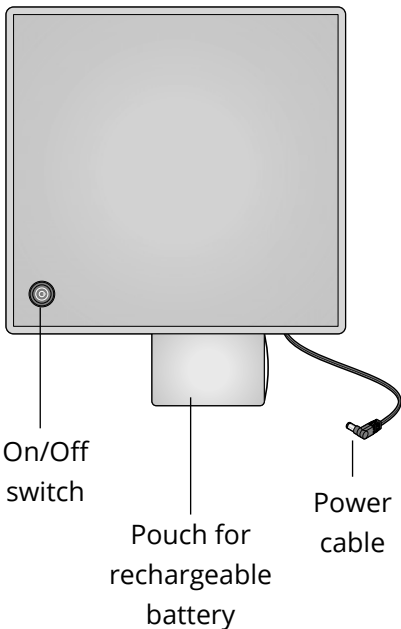
## CARTON CONTENTS

Item Number	Description	Quantity
1	Senza Heated Cushion	1
2	Rechargeable Battery	1
3	Charging Cable	1

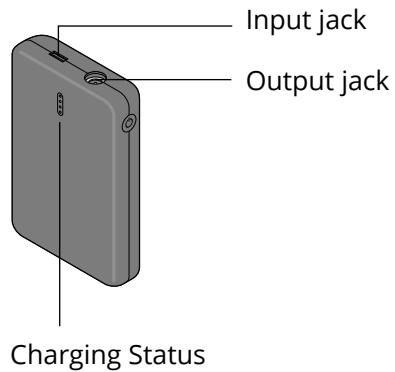
Contact CareCo immediately if any of the listed contents are missing.

## AT A GLANCE (CONTENTS)

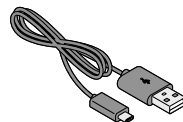
### Cushion



### Rechargeable battery



### Charging cable



# HOW TO USE YOUR SENZA HEATED CUSHION

## INSTALLING THE BATTERY

Insert the cushion's power cable into the battery output jack.

Insert the battery into the cushion pouch

## TURNING [ON] THE CUSHION

Press & hold the [ON/OFF] button for 3 seconds to turn [ON] the cushion.

The LED indicator will turn white.

## SELECTING A HEAT SETTING

Whilst the cushion is [ON], press the [ON/OFF] button to select the desired heat setting.

The LED indicator will change colour dependant on the heat setting.

HEAT SETTING	COLOUR INDICATOR
High	Red
Medium	Blue
Low	White

## TURNING [OFF] THE CUSHION

Press & hold the [ON/OFF] switch for 3 seconds to turn [OFF] the cushion

The LED indicator will turn [OFF]



### SUGGESTION

Allow the cushion to cool down before storing.

## AUTOMATED POWER [OFF] FUNCTION

The cushion will switch off automatically after 90 minutes.

Before switching [ON] the cushion again, allow the battery and cushion to cool down to room temperature.



### SUGGESTION

The cushion can take up to 30 minutes to reach optimum temperature.

## USAGE TIME

Heat Setting	Colour Indicator	Operating Time
High	Red	1.5 Hours
Medium	Blue	3-4 Hours
Low	White	5-6 Hours

## BATTERY & CHARGING

### BATTERY INFORMATION

The battery is fitted with a smart LED indicator that indicates the battery's charge & charging status. When in use, the LED indicator will be steady and display the battery remaining battery level.

#### Led Display



25% Battery Remaining



50% Battery Remaining



75% Battery Remaining



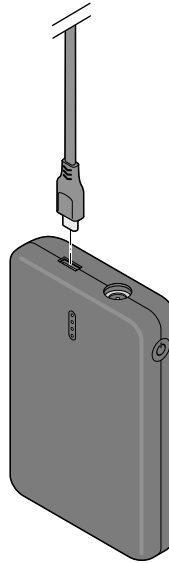
100% Battery Remaining

When the charger is connected and powered [ON], the LED indicator will indicate the charging status.

LED Indicator	Charging Status
None	The battery is flat.
Flashing	Charging
Steady	Charged

## HOW TO CHARGE YOUR SENZA HEATED CUSHION

1. Remove the battery from the battery pouch.
2. Connect the charging cable to the battery input jack.
3. Connect the charging cable to a USB mains adapter or socket.
4. Charge for up to 6 hours.
5. Disconnect the charger once charging is complete.
6. Insert the battery into the pouch.



### SUGGESTION

If the cushion has not been used for extended periods of time, the battery may have discharged. In these instances, charge the battery for up to 6 hours.



# CLEANING AND STORAGE

## CLEANING THE CUSHION

1. Open the cushion cover by pulling the zip.
2. Remove the cushion inlay.
3. Hand-wash the cushion cover with lukewarm water and mild detergent.
4. Wipe dry using a cloth.



### SUGGESTION

Follow the care instructions on the cushions sewn-in label.  
Avoid over-washing the cushion cover throughout its lifecycle.

## STORING THE CUSHION

Do not place heavy objects on the cushion.

Store the cushion in a cool, dry place away from sources of heat.



### WARNING!



Remove the battery from the cushion pouch before cleaning.  
Wait until the cushion has dried completely before reinserting the cushion components.  
Do not power [ON] the cushion to dry the cover.

## TROUBLESHOOTING

Issue	Possible Cause	Possible Remedy
NO POWER	The battery voltage is too low.	Charge the battery according to the instructions within this user manual.
	There is a loose connection.	Ensure the cushions connection plug is firmly connected to the battery.
	The circuit breaker has tripped.	The cushion is equipped with a circuit breaker to protect it from overheating.  If the circuit breaker has tripped, the cushion will no longer work. - Contact CareCo.

## WARNINGS & TECHNICAL INFORMATION

### TECHNICAL SPECIFICATION

Rechargeable battery	lithium-ion battery 3.7 V/ 10000 mAh (tested as per UN 38.3) watt-hour rating: 37 Wh	
Input	5V	 2A
Output	7.4V	 2A
Power	14W	
Charging time	max. 6 hours	
Operating time (with fully charged battery)	approx. 1.5 hours on highest heat level	
Ambient temperature	+10 to +40 °C	

 symbol indicates direct current

**Symbols on the cushion inlay that must be observed:**



Read notes and instructions for use



Do not pierce with pins or anything similar



Not suitable for children under the age of 3



Do not use when folded or crumpled



Do not wash



Do not bleach



Do not iron



Not suitable for dry cleaning



Do not tumble dry

**Symbols on the cushion cover that must be observed:**



Do not iron



Do not bleach



Do not iron



Not suitable for dry cleaning



Do not tumble dry

## RECYCLING & DISPOSAL

The product, its packaging and the rechargeable battery supplied have been manufactured from valuable materials that can be recycled.

Recycling reduces the amount of refuse and helps to preserve the environment.

Dispose of the packaging at a recycling point that sorts materials by type. Make use of the local facilities provided for collecting paper, cardboard, and lightweight packaging.



**Devices** as well as **single-use** and **rechargeable batteries** marked with this symbol must not be disposed of along with household waste. You are legally obliged to dispose of old devices separately from household refuse.

Electronic devices contain hazardous substances. If stored or disposed of improperly, may cause harm to health and the environment.

Information about collection points where old devices can be disposed of free of charge is available from your local authorities.

Flat single-use and rechargeable batteries must be handed in at a local authority collection point or returned to a battery retailer.

Tape off the contacts of lithium single use/rechargeable batteries prior to disposal.

Contact CareCo if further advice is needed regarding recycling & disposal.

## **INTENDED USE**

This cushion is designed for home use. It is not suitable for use in hospitals, clinics, etc.

This cushion is not a medical product.

## **GENERAL WARNINGS**

- Avoid contact with moisture.
- Wait until the pillow cover has dried completely before using the cushion.
- Do not charge the battery in humid environments.
- Do not insert sharp objects into the cushion.
- Keep the cushion away from hot surfaces.
- Do not use the cushion if it is visibly damaged.
- Do not modify the cushion.
- Do not use sprays or aerosols near the cushion.
- Only use the cushion when it is unfolded.
- Store the cushion in a cool, dry place when it is not in use.

## **DANGER TO PACEMAKER USERS**

Be aware that the electromagnetic fields emanating from this electric product may, under certain circumstances, interfere with the functions of your pacemaker.

The strength of these fields is however well below the applicable limits. Therefore, ask your doctor and the manufacturer of the pacemaker for advice before using this product.

## **DANGER TO CHILDREN AND PERSONS WHO CANNOT OPERATE A DEVICE**

This device cannot be used by children aged 0-3 years.

Children aged 3-8 years may use this device when:

- Supervised by an adult.
- When the device is set to the lowest heat setting.

This product can be used by children aged 8+ and by persons with:

- Reduced physical, sensory, or mental capabilities.
- Lack of experience and/or knowledge, provided they are supervised.
- Have been trained in the safe use of the product.
- Understand the potential dangers. Children must not be allowed to play with the product.

Keep the packaging materials out of the reach of children. They pose several risks, including the risk of suffocation.

# WARRANTY

If a component requires repair or replacement due to a specific manufacturing or material defect within its warranty period, it will be repaired or replaced free of charge by CareCo.

## SENZA HEATED CUSHION: 1-YEAR LIMITED WARRANTY

Consumables are not covered under normal warranty circumstances unless they have clearly suffered excessive wear or damage as a direct result of a manufacturing defect.

The guarantee for the cushion is not transferable.

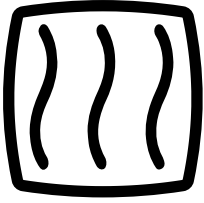
CareCo is not responsible if the cushion requires repair or replacement as a direct result of:

- Changes or modifications made to the product that fall outside of the manufacturer's specifications
- The product not being serviced or maintained according to the manufacturer's recommendations contained in this user manual.
- Negligence, Accidental Damage, and Improper use
- Repairs attempted before CareCo have been notified
- The product being purposely damaged or mistreated

In the unlikely event that this product is recalled, CareCo will notify the user.

Please ensure that your contact information is up to date.

Alternatively, please visit our website for any product alerts:  
[www.CareCo.co.uk](http://www.CareCo.co.uk)



# Senza

HEATED CUSHION

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