

TROUBLESHOOTING YOUR ELECTRIC WARMING PRODUCT

1. Turn on your controller(s)
2. After turning the controller(s) on, the display should cycle through a test and then show an "L" or a "1" for the default low setting. At this time, the Left and Right arrow buttons may be pushed to select desired heat setting "L, 2-9, H" or "1-20", depending on your model.
3. During the first 5 minutes after you turn the control(s) on, you may select the pre-heat button. The pre-heat function will heat your warming product to the highest setting. The pre-heat function will not operate if your product is already warm. This is a Safety function that keeps the control from overheating by entering the pre-heat cycle when the warming product is already warm.
4. If turned off during operation and an attempt is made to turn back on immediately, you may occasionally receive an "E" or "E.E." on the display. This indicates that a Safety function of your control has been activated. If this situation occurs, turn the control back off for a minimum time of 5 minutes and then restart the control.
5. If "E" or "E.E." continues to display, then it may be necessary to reset the control(s). To do this:
 - a. Turn the control(s) off
 - b. Unplug the control(s) from the wall and from the warming product
 - c. Allow to cool all the way down; no less than 30 minutes is recommended by the manufacturer
 - d. Plug the control(s) back into the warming product first and then into the wall
 - e. Turn the control(s) on
 - f. See if the display cycles through its test and then goes to "L" or "1"
 - g. At this point, adjust desired temperature using the arrow keys
6. The warming product will automatically turn itself off after approximately 10 hours of continued use (Reference shut-off time may vary based on product). After this automatic shutdown, it will have to be allowed to cool down for no less than 30 minutes before turning it back on.
7. If the warming product is a dual control model and only one side indicates the Error "E" or "E.E.", the manufacturer recommends turning off both controls, unplugging, waiting at least 30 minutes and then reversing the controls to the opposite side of the warming product. Make a note if the same side still shows an "E" or "E.E." or if the same control still shows the "E" or "E.E." This is an indicator of whether it is a control problem or a warming product circuit problem. At this time, please call our **Customer Service toll-free number 1-866-456-8852.**
8. When the control is plugged into the warming product, it will "click". This indicates a secure fit. It also may be a little snug when it's unplugged. Some force may be required when attempting to press the release button that allows you to disconnect the cord from the warming blanket.
9. On high, the warming product will heat approximately 15 degrees F, above the ambient room temperature. IT WILL NOT feel hot to the touch.