User Manual

NAVIEN
MATE

CarbonCore Heated Mattress Pad

User Manual

EME511

Please keep this manual in a place where users of the product can easily find it.

Be sure to read the 'Safety Precautions' before using the product and use it correctly.
The appearance and specifications of the product are subject to change without prior notice for the purpose of improving quality.
The illustrations in this manual may differ from the product you purchased, but please be aware that there are no problems in terms of product performance and the usage method.
The product warranty is included in this manual.

Contents

For safety and correct use of the product, be sure to read the manual before use.
This manual was created for a group of products and may contain images or content different from those of the product you purchased.
Key instructions for each product can be found in the provided printed material.
※ The latest user manual can be downloaded from our official website.

Low-temperature Burn Precautions 4
Safety Precautions 5
Product Components 11
Display & Control Panel Guide 12
Product Installation Guide 14
How to Use the Product 15
- Powering ON and OFF
- Setting the Lock Feature
- Setting the Temperature

How to Store 17
How to Care 18
Error Code Guide 19
- Error Code Guide
- Adapter Error Status Guide

Troubleshooting 21
Specifications 22
FCC Certification 23
Product Warranty

Low-temperature Burn Precautions

Safe Use of CarbonCore Heated Mattress Pad

1. For the safety of the adapter, make sure that it does not come into contact with a specific area of the skin for a long period.
2. For safety when using the product, do not place the adapter or controller on a pad or on a high temperature room floor, or cover it with a blanket. Heating may cause product failure, deformation of Carbon Heated Pad, fire, burns, and etc.
3. The product should not be operated alone by the elderly, infants, the physically handicapped, or people unable to operate the product, and those who have issues sensing heat. Make sure that they use it only under a guardian's supervision and guidance.
4. Refrain from using the product with patients with diabetes, high blood pressure, or skin disease, or when skin sensitivity is reduced due to taking drugs or drinking.
5. Do not allow children less than 3 years of age to use the product.
6. Children are not allowed to use the product without parental or guardian supervision.
7. Do not lie on the product in one position for a long period, and if you feel itchy during use, adjust the temperature or change your position.
8. Depending on individual differences and usage environments, low-temperature burns may occur. Please refrain from using the product at high temperatures for a long time.

What is a Low-temperature Burns?

Low-temperature burns refer to skin damage caused by the slow penetration of heat over a long period of time at a relatively moderate temperature of 104℉ (40℃) to 111℉ (44℃). According to the American Burn Association (ABA), skin deformation (protein breakdown) occurs when exposed to 113℉ (45℃) for 1 hour, 122℉ (50℃) for 3 minutes, and for 140℉ (60℃) or higher for 8 seconds. Low-temperature burns occur in the dermis or adipocytes, which are rather insensitive to pain, and the burned area is narrower and deeper than high-temperature burns. The main cause is incorrect use of heated pad, electric heaters, and hot packs at home. It is important to use the product safely and with extreme caution, as you can get burned without even realizing it.

The Main Symptoms of Low-temperature Burns

1. Your skin may become red and you may feel a tingling sensation on it.
2. The burned area may look discolored and may itch.
3. Over time, the severity of the pain may increase.
4. Burn blisters may occur as the burn symptoms progress.
5. Low-temperature burns tend to cover a smaller area than general burn wounds.

※ In the case of low-temperature burns, use cold running water or saline to cool the burns (Please refrain from stimulating it directly with ice packs or showers.)

※ Please visit a hospital for treatment as soon as possible.

Safety Precautions

Please read the safety precautions carefully to ensure that the product is used safely and correctly to prevent accidents and risks in advance.

California law requires the following Prop 65 warning to be provided:

WARNING: Cancer and Reproductive Harm – www.P65Warnings.ca.gov

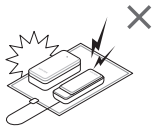
Warning	Failure to follow the instructions may result in death or serious personal injury of the user.
Caution	Failure to follow the instructions may result in minor injury or property damage.
Actions prohibited	Prohibited actions are shown with emphasis.
Disassembly prohibited	Indication that disassembly is prohibited
No folding/ crumpling	Do not fold or crumple the product.
Infant use prohibited	Please make sure that infants (0 - 3 years old) do not use the product.
Do not insert pins	Do not insert pins.
Hand washable	This indicates that it can be washed by hand.
Category 3 device	A mark that corresponds to a Category 3 device.

Please read and follow the safety precautions.

Warning/Caution/Actions Prohibited

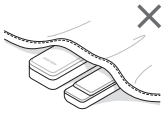
For safety, when using the product, do not place the adapter or controller on Carbon Heated Pad, or on the high temperature floor, or do not cover it with duvet/blankets.

※ Heating may cause product failure, deformation of Carbon Heated Pad, fire, or burns, etc.



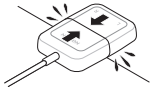
When using the product, do not cover the adapter or controller with a pad or blanket.

Heating may cause product malfunction or deformation, or may cause fire and burns.



Make sure Carbon Heated Pad connector of the controller and the receptacle of Carbon Heated Pad are fully connected before use.

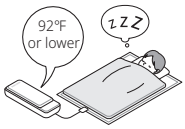
Sparks may cause the product malfunction, deformation, or fire.



Avoid prolonged skin contact with the adapter.

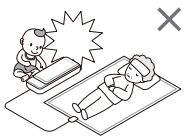
There is a risk of low-temperature burns.

When using the product for a long time to sleep, etc., please set it to 92°F or lower for safety.



The elderly or infants, the physically handicapped, people who do not have the ability to operate the product, and those who cannot detect heat should never use the product alone. Make sure that they use it only under a guardian's supervision and guidance. Refrain from using the product with patients with diabetes, high blood pressure, or skin disease, or when skin sensitivity is reduced due to taking drugs or drinking.

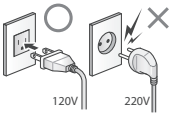
There is a risk of high heat and burns or low temperature burns.



Please read and follow the safety precautions.

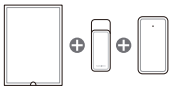
Warning/Caution/Actions Prohibited

This product is for domestic use only at 120V/60Hz.
When using the product, only the voltage marked on the product must be supplied.
It cannot be used for other voltages, and the user shall be charged for any after-sales service caused by this.
Incompatible voltage conditions may cause malfunction, electric shock, or fire.

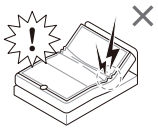


There must be an outlet near the adapter and the outlet must be easily accessible.

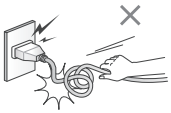
Use the supplied adapter and controller together.
Using other products may cause malfunction.



When using the device on an adjustable bed, use the device only when Carbon Heated Pad or cord is not crumpled at the hinges.
Otherwise, there is a risk of malfunction.



Do not bend, twist, or tie the power cord by force.
There is a risk of electric shock and fire.

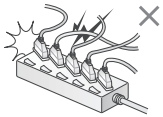


If the power cord or plug is damaged or if the fuse or thermal link is ruptured, then contact the manufacturer or an authorized technician for replacement.
Be careful since pets may damage the power cord or hoses.
There is a risk of electric shock to animals and the product or property may suffer damage.

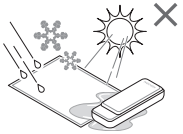
Please read and follow the safety precautions.

Warning/Caution/Actions Prohibited

Do not use multiple devices at the same time when using a multi-outlet.
There is a risk of fire and electric shock.



Do not use the product in a place exposed to direct sunlight, snow, rain, or in a wet environment.
There is a risk of electric shock or fire due to heating or short circuit.

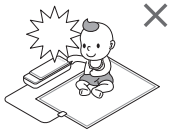


Do not use the product near a heating device such as a gas stove or a stove.
This may cause deformation of the product and/or fire.

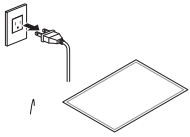
Warning/Caution/Actions Prohibited/ Disassembly Prohibited

Do not operate the product with wet hands.
There is a risk of electric shock.

Do not allow infants or children to operate the product.
There is a risk of electric shock, burns, and product malfunction.



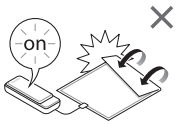
If an error code or operating issue occurs while using the product, disconnect the power cord from the outlet and contact the service center.
There is a risk of fire or electric shock due to heating or short circuit.



Please read and follow the safety precautions.

Caution/Actions Prohibited

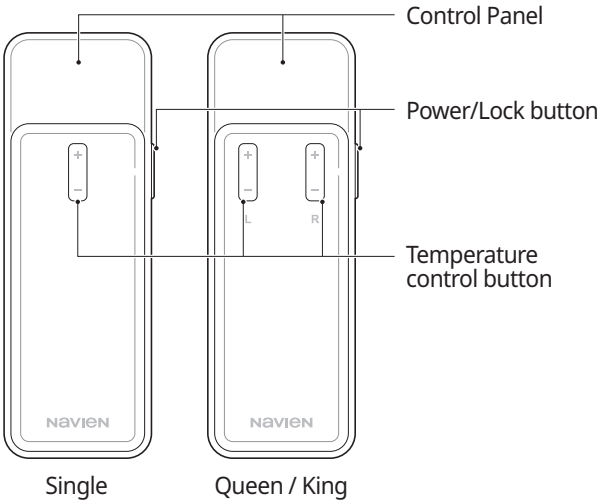
Never crumple or fold Carbon Heated Pad when it is operating.
This may cause the product to malfunction.



Do not use this product for medical purposes.

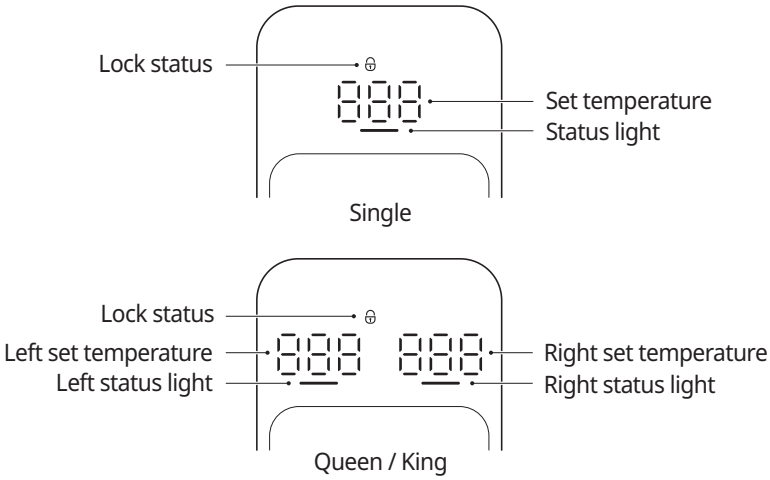
Display & Control Panel Guide

Controller



	Icon	Name	Description
Front		**Temperature control button**	[+]: Quick press the button to increase the temperature by 1 degrees; long press the button to increase the temperature quickly. [–]: Quick press the button to decrease the temperature by 1 degrees; long press to decrease the temperature quickly.
Right side		**Power/Lock button**	Quick press: Use to power on/off. Press for 2 seconds: Use to lock/unlock the controller buttons.

Controller Display Guide



Icon	Name	Description
	Lock status	Displays the lock status.
	Set temperature	Displays the set temperature.
	Status light	Color changes according to the set temperature. ※ White: The set temperature is lower than 98°F ※ Orange(high temperature caution): The set temperature is higher than 99°F
	Operation indicator	When entering the 2nd stage power saving mode, "the operation indicator" is displayed in a rotating circular form, indicating that the system is operating normally.

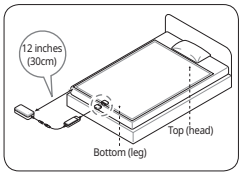
Product Installation Guide

When using a bed, put a bed cover over it and install a pad on it.

※ If you use an additional cover, you can use it more safely from low-temperature burns.

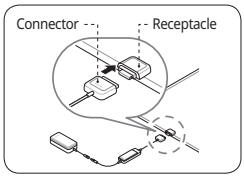
1. Select a location to use.
Set Carbon Heated Pad so that pad receptacle part is located as shown in the figure below.

※ (Receptacle location – Single : Bottom right / Queen&King : Bottom center) Keep the adapter/controller and Carbon Heated Pad at least 12 inches (30cm) apart and make sure neither of them is covered by duvet/blankets.



2. Plug in the connector to the receptacle of pad.

※ Push Carbon Heated Pad connector of the controller all the way into the receptacle of Carbon Heated Pad to fully connect it.

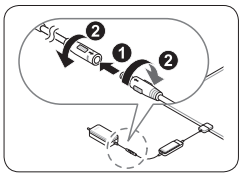


3. Plug in the other side of connector to the adapter.

※ How to connect the Controller & Adapter

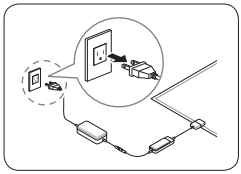
Make sure DC power cable sockets on the controller and adapter are in a straight line. (➡⬅)

Turn clockwise to match the groove.



4. Connect the power cord of the adapter to an outlet and turn on the power by pressing the power button on the controller.

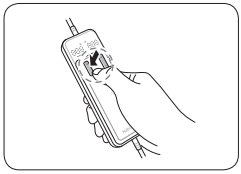
※ Use a grounded outlet. An ungrounded outlet may affect the generation of electromagnetic waves (electric fields).



5. Set the desired temperature level.

To see how to set temperature, see the "How to Use the controller" page.

When using the product, make sure that the controller is not covered with duvet/blankets.



How to Use the Product

Powering ON and OFF

Users can turn the power ON/OFF by pressing the Power button on the controller.

When the product is turned on for the first time after opening, the temperature is set to 95°F. For subsequent use, it is automatically set to the previous set temperature of use.

Setting the Lock Feature

Long press (for 2 seconds) the controller Power button to set or release the lock.

The lock feature can be set or released, even when the power is off.

When turning on the product for the first time after unboxing, the lock function is set to off.

※ When a lock is set, a lock icon appears on the control panel, and the lock icon disappears when released.

※ If other buttons are pressed while locked, the lock icon blinks to indicate the lock status.

Setting the Temperature

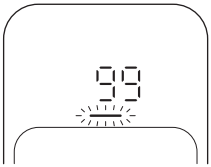
The temperature setting can be adjusted from 82°F to 122°F in 1°F increments by pressing the temperature control button.

- [+]: Quick press to increase the temperature in 1 degree increments, long press to increase the temperature quickly.
- [–]: Quick press to decrease the temperature in 1 degree increments, long press to decrease the temperature quickly.

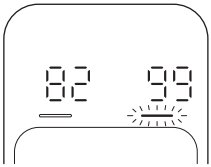
The Queen/King model supports separate heating function, that allows to set the left and right temperature separately.

When the temperature is set to 99°F or above, the status light on the control panel will light orange for safety.

※ Be careful of low temperature burns when using the higher temperature for a long time.



Single

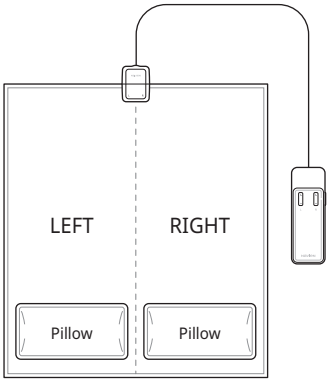


Queen / King

When the temperature is set to 99°F or above, the status light turns orange.

How to distinguish left/right pads (Queen/King model only)

Users can distinguish between left and right, based on how they are lying on Carbon Heated Pad when unfolded with the connector under the feet.



※ Please refer to the L/R mark on Carbon Heated Pad connector to select left/right.

※ Please make sure to tightly assemble pad connector of the controller and the receptacle on Carbon Heated Pad before using the product.

※ Do not fold or crumple Carbon Heated Pad during use.

Setting the left/right temperature (Queen/King model only)

The left (L) and right (R) temperature control buttons allow users to set the left and right temperatures of Carbon Heated Pad, respectively, in 1°F increments.

The temperature can be adjusted while the set temperature is blinking. When the desired temperature is displayed on the control panel, the setting is completed after 3 seconds.

※ If the temperature of the selected area is set to OFF by pushing the temperature control button all the way to the [-] direction, the heating of the selected area will stop. However, it is not possible to set both left and right sides to OFF at the same time, and this operation can be done by turning off the power.

Power Saving Mode

If the button is not pressed for 20 seconds or longer, it will enter the first stage of Power saving mode and the screen brightness will be reduced.

If the first stage is maintained for 1 minute or longer, it will enter the second stage of Power saving mode, and the "operation indicator" icon will be displayed in a rotating circular shape, indicating that it is operating normally.

When heating both left and right sides, it will be displayed on both sides. It will be displayed only on the corresponding side when heating only one side.

In Sleep mode, pressing the button will display the current set temperature.

How to Store

How to Store the CarbonCore Heated Mattress Pad

Before storing Carbon Heated Pad, turn OFF the power and allow it to cool sufficiently.

After disconnecting the connector from Carbon Heated Pad, fold it on a flat surface.

Store Carbon Heated Pad in a cool, well-ventilated place away from direct sunlight in a pad storage bag.

Do not place heavy objects on the product during storage.

How to Store Controller and Adapter

Before storing the controller and adapter, turn OFF the power and allow the device to cool sufficiently.

Remove the adapter from the controller and Carbon Heated Pad from the controller.

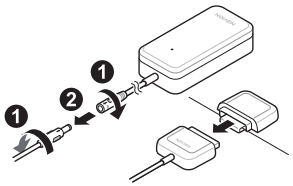
Store the controller in the controller storage bag.

Store the controller and adapter in a well-ventilated area and away from direct sunlight.

※ How to Remove the Controller & Adapter

Turn DC power cable sockets on the controller and adapter counterclockwise so that the arrows are in a straight line. (➡⬅)

Disconnect the sockets



How to Care

How to Care for the CarbonCore Heated Mattress Pad

Be careful not to get water into Carbon Heated Pad while using it. If water gets into Carbon Heated Pad, dry it thoroughly before use.

When cleaning Carbon Heated Pad, remove foreign substances by gently rubbing it with a clean brush or towel.

How to Care for Controller and Adapter

Be careful not to get water into the controller and the adapter.

When cleaning the exterior of the controller of the adapter, lightly wipe them with a soft cloth.

Do not clean the display window and control panel with alkaline detergent.

Do not use sulfuric acid, hydrochloric acid, or organic solvents (paint thinner, kerosene, acetone, etc.) to clean the surface.

Do not attach stickers, etc. The surface may become damaged.

Washing Instructions

After disconnecting the connector from Carbon Heated Pad, fold it on a flat surface.

When hand washing, dip Carbon Heated Pad in lukewarm water and hand wash it lightly using liquid detergent.

When using a washing machine, put it in a laundry net and wash in wool cycle.

※ Please wash with lukewarm water. Washing with hot water may cause problems with the product.

※ It can only be washed up to 5 times using the specified method, **DO NOT USE DRYER!!**

※ **Due to the nature of the fabric, Carbon Heated Pad size may shrink after washing, but there is no problem in using the product.**

Avoid direct sunlight and dry thoroughly in the shade.

※ Please check the care label on Carbon Heated Pad for detailed washing instructions.

Error Code Guide

Error Code Guide

If the error code is continuously displayed on the screen display, then contact the Navien Mate Customer Service Center in the US (☎ 877-689-1541) for inspection.

※ To clear the error code, please unplug and reconnect the power cord after following the troubleshooting actions.

Error Code	Description	Cause	Actions to be taken
E04	Sensor error	An error has occurred in the product sensor.	Please contact 877-689-1541.
E05	Connection error	An error has occurred in the connection status of the product.	Check the connections of the adapter, the controller, and Carbon Heated Pad. (Error occurs when the product is turned on while all parts are not properly connected) Please contact 877-689-1541.
E06	Control unit error	An error has occurred in the product output.	Please contact 877-689-1541.
E08	Heating wire error	Failure has occurred to the heating wire.	Please contact 877-689-1541.
E16	Pad overheating error	Carbon Heated Pad is abnormally overheated.	Make sure that Carbon Heated Pad is not folded or crumpled during operation. Turn off the power and allow the product to cool sufficiently before restarting. Please contact 877-689-1541.

Error Code	Description	Cause	Actions to be taken
E17	Heating error	A heating failure has occurred.	Please contact 877-689-1541.
E18	Controller overheating error	The controller is abnormally overheated.	Make sure the controller is not placed on Carbon Heated Pad that is in operation or the high temperature floor, or not covered with a duvet/blankets. Turn off the power and allow the product to cool sufficiently before restarting. Please contact 877-689-1541.

Adapter Error Status Guide

If the adapter LED remains off and the product does not operate, contact the Navien Mate Customer Service Center in the US (☎ 877-689-1541) for inspection.

LED Status	Description
ON	The adapter is operating normally.
OFF	Power failure or overheating has occurred to the adapter. If the LED is OFF with the power cord plugged into electrical outlet, make sure the adapter is not placed on Carbon Heated Pad or the high temperature floor, or not covered with a duvet/blankets. Turn off the power and allow the adapter to cool sufficiently before restarting. Please contact 877-689-1541.

Troubleshooting

If there is something wrong with the product, please check the following first. If the problem persists, even after the checkup, then contact the Navien Mate Customer Support Center in the US (☎ 877-689-1541) for inspection.

※ If Carbon Heated Pad, controller, or adapter is worn, damaged, or malfunctions, then stop using it immediately and contact the Customer Service Center.

Symptom	Troubleshooting
When there is no power to the controller	1) Make sure that the power cord is connected to the product. 2) Check if electricity is supplied to the electrical outlet. (Make sure that power is supplied using a cell phone charger or hair dryer). 3) Make sure that the adapter, controller, and pad are connected. 4) Make sure that product's Power button is pressed. 5) Make sure the adapter or controller is not placed on Carbon Heated Pad or the high temperature floor, or not covered with a duvet/blankets. ※ The power may be automatically cut off to protect the product from overheating when used in a high temperature environment. ※ In this case, allow the product to be exposed to air and cool sufficiently before restarting for use.
When the power goes OFF during use	1) The device has an auto-stop timer that automatically cuts off the power when 15 hours have elapsed after turning on the power. It is normal for the power to automatically shut down after 15 hours of running time. 2) Check if a schedule is set.
When there is no heating at all	1) Operate the product by setting the highest temperature. 2) When using the Carbon Pad on the floor, heat loss occurs if the floor is not heated. So, use Carbon Heated Pad on top of carpet, a duvet, or a blanket.

Specifications

Classification		EME511
Product Name		CarbonCore Heated Mattress Pad
Model Name	Single	EME511-SP
	Queen	EME511-QP
	King	EME511-KP
Rated Power Consumption		DC24V, 105W (Single), 150W (Queen/King)
Operating & Storage Conditions	Temperature	Operating: 32°F ~ 77°F (0°C ~ 25°C) Storage: -13°F ~ 158°F (-25°C ~ 70°C)
	Humidity	Operating: 10% ~ 90% RH, Non-condensing Storage: 5% ~ 90% RH, Non-condensing
Controller Size		2.1 x 5.9 x 1.0 inch (50 x 150 x 25 mm)
Controller Weight		0.55 lbs (250 g)
Receptacle Size		3.0 x 2.2 x 1.2 inch (75 x 55 x 30 mm)
Receptacle Weight		0.33 lbs (150 g)
Pad Size	Single	37.4 x 76.8 inch (950 x 1,950 mm)
	Queen	57.1 x 76.8 inch (1,450 x 1,950 mm)
	King	65.0 x 76.8 inch (1,650 x 1,950 mm)
Manufactured in		Republic of Korea
Certification		FCC

※ Pad size may vary by product. (pad size -1.2 inch (-30 mm))

※ Pad color may differ from product to product.

Classification	Adapter
Input	AC100V ~ 240V, 50/60Hz, 2.5A
Output	DC24V, 6.25A, 150W
Size	3.3 x 6.5 x 1.8 inch (85 x 165 x 45 mm)
Weight	1.10 lbs (500 g)

FCC Certi f cation

FCC Information to User

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.

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.

Caution

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

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사용설명서

EME511

본 설명서를 제품 사용자가 찾기 쉬운 장소에 보관하세요.

제품을 사용하기 전에 '안전을 위한 주의사항'을 반드시 읽고 올바르게 사용해 주세요.
제품의 외관 및 규격 등은 품질개선을 위하여 사전에 통보 없이 변경될 수 있습니다.
본 설명서의 그림은 구입하신 제품과 상이할 수 있으나 제품성능 및
사용 방법에는 이상이 없으니 참조하시기 바랍니다.
제품 보증서는 본 설명서에 포함되어 있습니다.

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- **Customer Service Center** 877-689-1541
- **Navien Official Website** www.navienmate.com

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