User Manual

HEKA

DIRECTORY

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PRODUCT OUTLINE

1.1 Overview

Product name: HEKA AI Nattress

1.2 Composition and specification

① HEKA AI mattrss

② The power interface

③ Power adapter

PRODUCT OUTLINE

1.2 Composition and specfication

PRODUCT NAME	HEKA AI nattress
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

① Mattress Packaging Removal

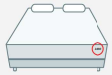
When using the new mattress, the outer layers of packaging s'ould be removed first.

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 he front and back being reversed.



USE AND MAINTENANCE

④ Power Connection

Please be sure to use the standard power adapter provided by HEKA. Keep the mattress continuously powered curing 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

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.

35cm

35cm

MAINTENANCE AND PRECAUTIONS

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 adjus ment module internally. Unauthorized opening of the internal structure or self-disassembly is strongly discouraged.
③ Refrain from using corrosive deterents on the fabric. If ecessary, use alcohol to wipe dirt off the mat, ensurin it's thoroughly dried afterwards.
④ The mattress surface should not be exposed to high temperatures. Do not iron clothes or smoke on the surfaceto prevent fire hazards cue 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 dispersion 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 th 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 i se 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 ilk among other materials. Avoid using a vacuum cleaner or mattress vacuum device on the surface to prevent leakage of suchmaterials.
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

① When moving the mattress, first cear the bed of any items. At least four people move the mattress simultaneously, hanile 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, co not place the mattress directly on the ground or in a damy environment. Use suitable packaging and store in a dry, ventilated area to prevent the mattress from molding.

AI SLEEP SYSTEM

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 nay cause undesired operation.

changes or modifications not expressly approved tr 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 agaist harmful interference in a residential installation. This eq.ipment 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 communi-cations. 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 interferenceby 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 theradiator 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

licence-exempt RSS(s). Operation is subject to the followingtwo 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 é cepteur exempt de licence contenu dans le v r é sent appareil est conforme aux CNR d' Innovation, Sciences et D é veloppement é conomique Canada applicables aux appareils radio exempts de licence. L' exploitation est autoris é e aux deux conditions suivantes :
① L' appareil ne doit pas produire de brouillage,
② L' appareil doit accepter tout brouillage radio é lectrique subi, m ê me 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 distance20 cm between the radiator and your body. This transmitter must not be co-locatedor operating in conjunction with any other antenna o transmitter.

Cet é quipement est conforme aux limites d'exposition aux rdiations IC CNR- 102 é tablies pour un environnement non contrôl é. Cet é quipement doit ê tre install é et utilis é avec une distance minimale de 20 cm entre le radiateur et votre corps. Cet é metteur ne doit pas ê tre colocalis é ou fonctionner en conjonction avec une autre antenne ou un autre é metteur.

AFTER SALES

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 usethat 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

Dear customer, thank you for purchasing the HEKA AI mattress. In order to serve you better, after purchasng the product, please read carefully, fil 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