

ChillowPLUS® Hygiene

Everyone's skin is different and exudes a number of toxins and oils especially at night. We recommend following the Chillow® cleaning instructions on the front of this page. You can also use a pillowcase or breathable cover for your ChillowPLUS® to prolong the life of your purchase. Please do not share your ChillowPLUS®. Mold can be introduced into the Chillow via unclean water or water vessels. The non-toxic antimicrobial innercore combats this but will not kill all molds. If over time you must add water due to evaporation and find mold or an mildew smell, please discard your ChillowPLUS®.

ChillowPLUS® Temperature Science

If your Chillow® seems cooler at night and less cool in the morning, that's fine — it is working normally. As your body temperature drops while you sleep, the Chillow® gently warms up in response. If you want a cooler spot in the morning simply move to a more cool outer edge. 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 and are working to radiate it.

Make ChillowPLUS® Even Cooler

- **Evaporation** Add 1 CLEAN cup of water as needed maintaining the Chillow's® maximum weight of 5lbs. to keep it at its coolest.
- **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 always feel more cool than the room, but direct sun will heat it. Even though the Chillow® feels cooler than the room, it will warm to ambient surrounding temperatures. It may not be "cold," just mildly cool in a hot room.
- **Refrigerate it** for 15-30 minutes (BEWARE - FREEZING IT WILL RUIN YOUR ChillowPLUS® AND VOID YOUR WARRANTY)

Storage

Do not drain your Chillow®, you will drain out the antimicrobial treatment. Place filled Chillow® between two towels & store flat in a dry place to avoid growing mold. Do not place anything on a stored Chillow®.

If ChillowPLUS® Becomes Bunched

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 that corner's outer membrane along with its inner corner while you reposition the remaining three corners. Since you have blown air into the Chillow® you now need to remove it. Repeat steps 2 & 3 of the instructions.

Punctures

Before contacting your retailer to a return or a "damaged" 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. You can order a vinyl bonding agent on our website to repair small leaks/punctures. **PUNCTURES ARE NOT MANUFACTURING DEFECTS AND ARE NOT COVERED BY WARRANTY.**

Still not cool enough?

Each person has unique sensations of cool and warm. The Chillow® may not feel cool enough to some, yet feel too cold for others. Please return the product within 30 days if not satisfied.

Returns: return to original place of purchase

If you purchased product directly from SoothSoft and are unsatisfied, you have 30 days to return the undamaged product with its original packaging and SoothSoft packing slip to: SoothSoft Returns, c/o ShipRight Solutions, LLC, 165 Pleasant Ave South Portland, ME 04106. If your packing slip and return is examined & approved, you will be credited in the format in which you paid.

Product purchased elsewhere must be returned to that specific point of purchase. That returned product is subject to the original retailer's return/warranty policy.

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 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 • Jewelry • 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. does 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. warrants to the original purchaser that, for a period of 30 days from the date of purchase, this product will be free of manufacturer's 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, contaminated water, or artificial heat sources or freezing.

Components and materials not manufactured by SoothSoft Innovations Worldwide, Inc. are warranted only to the extent of the original manufacturer's warranty.

SoothSoft Innovations Worldwide, Inc.'s sole obligation under this limited warranty is to replace any product which, in its sole opinion, 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. product packaging. SoothSoft Innovations Worldwide, Inc. expressly disclaims liability for incidental, special or consequential damages of any nature relating to the product or its use.

This warranty is made in lieu of all other warranties, expressed or implied, including, but not limited to, any implied warranty of merchantability and/or fitness for a particular purpose or use. There are no warranties, expressed or implied, beyond the description of the product on original SoothSoft Innovations Worldwide, Inc. product packaging. SoothSoft Innovations Worldwide, Inc. specifically disclaims any liability arising from misuse of the product. Misuse or alteration of the product will void this warranty.

This is the only warranty given by SoothSoft Innovations Worldwide, Inc. This warranty gives you specific legal rights. You may have other rights which vary from state to state. Any other rights you may have are limited in duration to the period of this warranty. Some states do not allow time limitations on warranties or the exclusion or limitation of consequential or incidental damages.

If you believe you have a warranty claim within 30 days of your original purchase date, please have your original receipt ready and call 1-888-244-5569 or email customerservice@soothsoft.com for further instruction. Any replacement is subject to evaluation of originally purchased product. **If you purchased your product from any other entity other than SoothSoft, you must return to that original retailer. Please understand your returns are subject to that retailer's warranty/return program.**