

# BIDDEFORD™

WARM • COMFORTABLE • BEAUTIFUL

User Manual / Manual del usuario



Heated Mattress Pads  
Cubre colchón



Heated Throws  
Cobertor



Heated Blankets  
Manta

English 02 | Español 14

## Contents

**Congratulations on purchasing this heated bedding product.**  
**We have spent years developing our fabrics and sensor-wire**  
**technology to provide you with a state of the art product that you**  
**can expect to receive warmth and comfort from for many years.**

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## Safety Information

### IMPORTANT SAFETY INSTRUCTIONS – DO NOT DESTROY!

**WARNING:** Failure to follow these safety instructions may lead to personal injury, including Burns!

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**WARNING: TO REDUCE THE RISK OF BURNS, FIRE OR ELECTRICAL SHOCK, READ AND FOLLOW THE BELOW INSTRUCTIONS CAREFULLY BEFORE USING THIS BEDDING!**

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#### DO NOT USE THIS BEDDING:

- On an infant or child under the age of 12
- On an incapacitated or immobile person
- On a paraplegic, quadriplegic or amputee
- On a person who is sedated or medicated
- On a person with diabetes
- On a person having poor blood circulation
- On a person who is insensitive to heat
- Over cuts, skin lesions, sores or areas of damaged skin.
- **DO NOT** tuck in the wired area, fold, or bunch this bedding when in actual use; excessive heating may result.
- **DO NOT** tuck the bedding / controller or supply cord in a sofa or other furniture. All portions of the product and controller should be visible at all times. Like any other electrical cord, this can cause damage to the power cord that may result in an electrical short that leads to a fire.
- **DO NOT** route electrical cords between the mattress and box spring. **DO NOT** allow the cords to be pinched, trapped, or crossed. Like any other electrical cord, this can cause damage to the power cord that may result in an electrical short that leads to a fire.
- **DO NOT** use pins – They may damage the electrical wiring.
- Be sure that this bedding is used on an alternating-current supply circuit of the proper voltage.
- **TURN OFF** or unplug this bedding when not in use.

## Safety Information

- Product not for use with inverter supplied power such as from a motor home or boat.
- This product is for in-home use only; not for hotel, motel, or other institutional use.
- If improper operation of this bedding is observed, discontinue use immediately and consult the manufacturer.
- **DO NOT** use with pull-out or fold-up bed. **DO NOT** use with rocking chairs, recliners, chairs with casters or wheels, or other furniture subject to movement. This may cause the wire to be pinched and create an electrical fault.
- Keep the controller away from drafty areas that may become damp or wet such as an open window. **DO NOT** cover the controller.
- Wrapping of cord around the controller may damage the cord; Loop loosely when storing.
- **DO NOT** dry clean this bedding. Cleaning solvents may have deteriorating effects on the insulation of the heating element.
- This appliance has a polarized plug, (one blade is wider than the other). As a safety feature, this plug will fit a polarized outlet only one way. If the plug does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.
- Never open up the controller case. Doing so could prove potentially hazardous and will **VOID YOUR WARRANTY!**
- Use this heated bedding **ONLY** with the supplied controller.
- Keep all animals away from your heated bedding. They could damage the wiring, leading to a potentially harmful situation.

*If you have any questions or concerns regarding your product we encourage you to contact our excellent Customer Service support listed in this manual.*

## Product Bedding & Controllers

### ALL PACKAGES INCLUDE:

Warming Product  
Instruction Manual  
Controller(s)

King & Queen sizes include  
2 controllers for dual sided heating.



#### TC16B0

**Style:** Desktop digital controller

**Use:** Blanket, Mattress Pad

**Warming Settings:** 10

**Display:** Large LED

**Buttons:** Illuminated Button

**Auto-Off:** 10 Hour

**Preheat:** Yes



#### TC15B2

**Style:** Desktop digital controller

**Use:** Blanket, Mattress Pad

**Warming Settings:** 10

**Display:** Extra Large LED

**Buttons:** Illuminated Button

**Auto-Off:** 10 Hour

**Preheat:** No



#### TC15B3

**Style:** Desktop digital controller

**Use:** Blanket, Mattress Pad

**Warming Settings:** 10

**Display:** Large LED

**Buttons:** Illuminated Button

**Auto-Off:** 10 Hour

**Preheat:** No



#### TC12B0-D

**Style:** Desktop digital controller

**Use:** Blanket, Mattress Pad

**Warming Settings:** 10

**Display:** Large LED

**Buttons:** Button

**Auto-Off:** 10 Hour

**Preheat:** No



#### TC11BA

**Style:** Desktop analog controller

**Use:** Blanket, Mattress Pad

**Warming Settings:** 10

**Display:** Backlit Number

**Buttons:** Rocker and Dial

**Auto-Off:** 10 Hour

**Preheat:** No



#### TC13B0

**Style:** Hand-held analog controller

**Use:** Throw

**Warming Settings:** 10

**Display:** Backlit Number

**Buttons:** Rocker and Dial

**Auto-Off:** 10 Hour

**Preheat:** No



#### TC13B1-T

**Style:** Hand-held digital controller

**Use:** Throw

**Warming Settings:** 6

**Display:** 6 Bar LED

**Buttons:** Button

**Auto-Off:** 10 Hour

**Preheat:** No

Customer Support: 800.789.6441 5

## Getting Started - Blanket



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### Step 1:

Remove the warming blanket from the package along with the controller(s).

### Step 2:

Lay the warming blanket out flat, with the connector(s) located at the bottom. The label should be located at the bottom near your feet, and visible.

### Step 3:

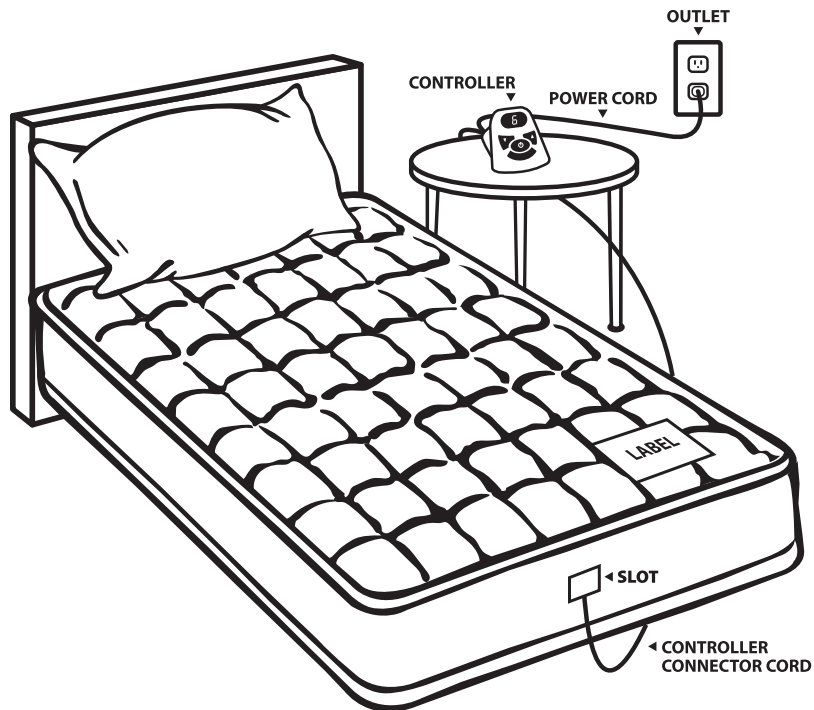
Securely attach the connector cord from the controller to the connector on the warming blanket. Make sure that the connection is firmly secured.

For King and Queen size warming blankets, ensure both controllers are connected in order to utilize/heat both sides of the warming blanket. Alternatively, one connector may be connected to the side of the warming blanket you wish to utilize/heat. One controller controls one side.

### Step 4:

Insert the power cord from the controller(s) into a standard home 120V AC, 60Hz wall outlet. Make sure the controller(s) is not covered, that any vents in the controller housing are not obstructed, and the controller(s) is not suspended by its cords.

## Getting Started - Mattress Pad



### Step 1:

Remove the warming pad from the package along with the controller(s).

### Step 2:

Lay the warming pad out flat, with the connector(s) located at the bottom. The label should be located at the bottom near your feet, and visible.

### Step 3:

Before attaching the connector, run the connector from the controller through the slot in the warming pad's skirt so that it is between the warming pad and the mattress, with the cord hanging freely to the controller. This will make it easier to secure the warming pad skirt to the mattress and ensure the cord is not twisted or severely bent. Securely attach the connector cord from the controller to

the connector on the warming pad. Make sure that the connection is firmly secured. Secure the warming pad's skirt or strap to the mattress.

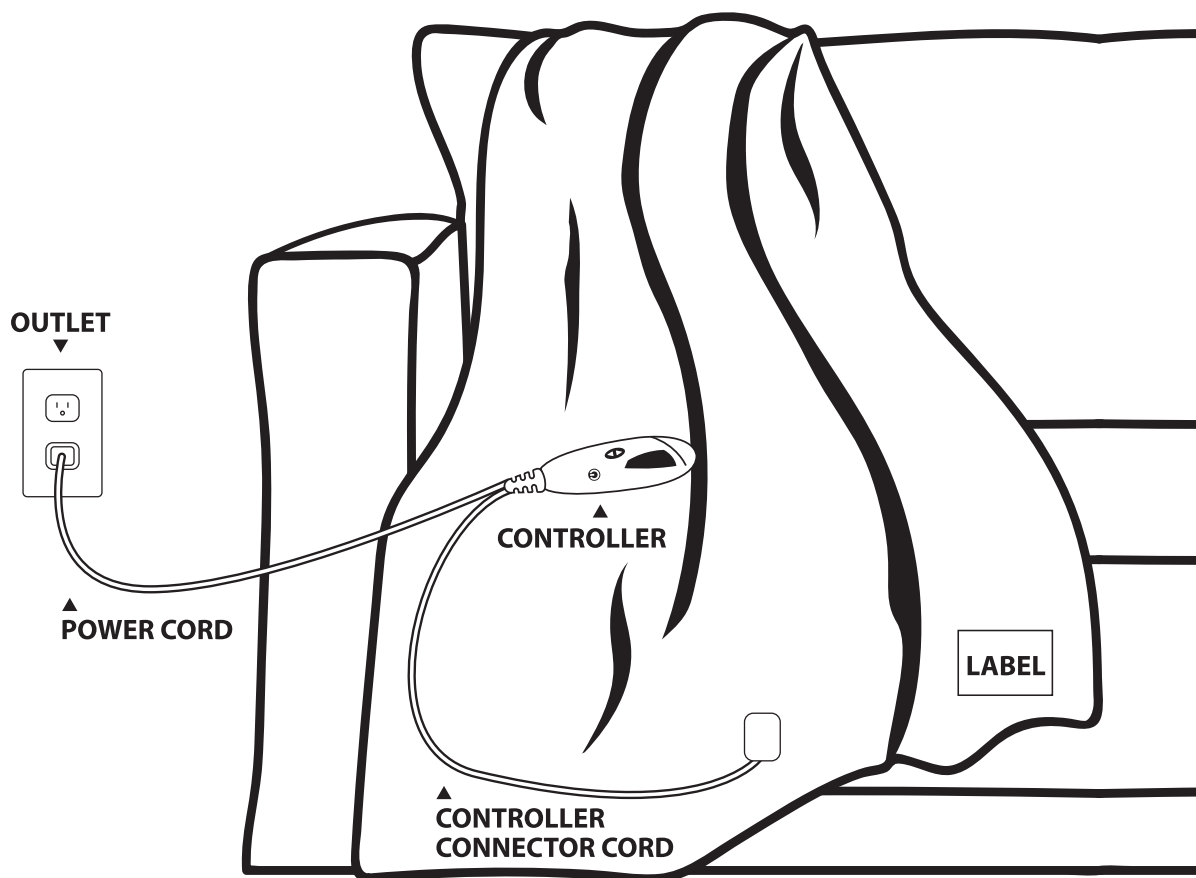
For King and Queen size warming pads, ensure both controllers are connected in order to utilize/heat both sides of the warming pad. Alternatively, one connector may be connected to the side of the warming pad you wish to utilize/heat. One controller controls one side.

### Step 4:

Insert the power cord from the controller(s) into a standard home 120V AC, 60Hz wall outlet. Make sure the controller(s) is not covered, that any vents in the controller housing are not obstructed, and the controller(s) is not suspended by its cords.



## Getting Started - Throw



### Step 1:

Remove the warming throw from the package along with the controller.

### Step 2:

Lay the warming throw out flat, with its connector located at the bottom. The label should be located at the bottom near your feet, and visible.

### Step 3:

Securely attach the connector cord from the controller to the connector on the warming throw. Make sure that the connection is firmly secured.

### Step 4:

Insert the power cord from the controller into a standard home 120V AC, 60Hz wall outlet. Make sure the controller is not covered, that any vents in the controller housing are not obstructed, and the controller is not suspended by its cords.



## Features

### Auto Off

Your heated bedding has a built-in feature called "Auto-Off". This feature will automatically turn off the controller after 10 hours of continuous use.

### Independent Controllers

( Queen / King Size Warming Products Only )

Warming products with dual-sided heating include two controllers, allowing for each heating zone to be adjusted independently and providing customized comfort for multiple users.

### Zoned Heating

( Warming Mattress Pads Only )

Your warming pad is designed with an upper and lower heating zone, with the lower heating zone providing additional warmth to your lower extremities.

### Thin & Flexible Wires

Our heating and sensing wire is designed to be thin and flexible in order to provide a higher comfort level.

### Comfort Beyond Warmth

The heated bedding materials have a soft luxurious feel that will have you wanting to surround yourself with your bedding even when the extra warmth is not needed.

### Multiple Heat Settings

You have your choice of multiple levels of heating; allowing for the perfect comfort level at any time. See Product Bedding & Controllers section for your product's specific warming settings.

### Continuous Temperature Sensing

Your heated bedding uses a continuous sensing technology which monitors, and if need be, adjusts the temperature to remain at your chosen heat level.

### Comfort Level Memory

Upon restart, the digital heated bedding controllers automatically revert to the last comfort level setting used; allowing you to conveniently return to your normal comfort setting.

### Pre-Heat ( Specific Models Only )

Though all models can be turned on before entering your bed to provide a more comfortable sleeping experience, models with Preheat provide your bedding with maximum heat for 1.5 hours before returning to the last saved comfort level. Any change to the settings during this time will switch the controller into its normal operating mode.

## Instructions

### Turning "On"

The display on a digital style controller will show "4", or three bars for the digital throw controller, the very first time the controller is turned on after being plugged into the warming product and wall outlet. After the very first time, the controller will remember your last preference and start with that heat level when turned ON. Alternatively, the analog style controller will backlight the heat level setting on its dial. If the backlight or display does not illuminate, or the display reads "E" or flashes, see the FAQ section.

**Note:** If you have a Queen or King sized product, you will need to connect both controllers to heat both sides of the product; each controller will only heat one side.

### Adjusting the Temperature

To adjust a digital controller's heat level setting, while the controller is ON, press one of the arrow buttons. Press the UP arrow to increase the heat setting, and the DOWN arrow to decrease it. Each time you press an arrow button, the setting will adjust by one heat level. Alternatively, the analog style controller heat level settings are manipulated by rotating a dial to the desired level. There are multiple heat level settings, with "H" for HIGH; the higher the number or bar, the warmer the product.

**Note:** If you have a product that uses two controllers, one for each side, each controller can be adjusted to a different setting, causing each side to heat differently.

### Turning "OFF"

Turn the controller OFF manually by pressing the ON/OFF button or switch. When the controller is OFF but plugged in, the digital controller will not display a number or bar, and the analog controller will not illuminate the heat level setting on the dial. Turn OFF and/or unplug the controller when not in use.

**Note:** When OFF, a red or green dot may be present on specific digital controller models; indicating standby mode.

**Note:** If you have a product that uses two controllers, please ensure both controllers are turned OFF and/or unplugged when the warming product is not in use.

**Note:** The Auto-Off feature is not intended to replace the manual turning OFF of the warming product. Please turn OFF and/or unplug the controller when not in use.

### Pre-Heat ( Specific Models Only )

Turn the controller ON and press the PRE-HEAT button. This will start pre-heating the bedding and "p" will be displayed on the controller. The heat setting will then revert to the last heat setting after 1.5 hours. If you want to change to another setting during the pre-heat period, press the Up or Down button.

## Washing Instructions

### **WARNING:**

Failure to follow these washing instructions may damage the product and make it unsafe. Wash by hand or as follows in automatic washer using slow agitation and normal spin speed:

- Fill washer with warm water
- Add minimum amount of all purpose detergent, agitate to dissolve
- Add bedding and soak for five minutes
- Spin
- Fill for cool rinse
- Agitate one minute
- Spin
- Dry in an automatic dryer on low heat, five minutes only, or line dry.

- Remove bedding from dryer and drape over parallel lines or a shower rail to finish drying.

**CAUTION!** Do not iron your bedding.

**CAUTION!** Do not dry-clean this product. Cleaning solvents may have a deteriorating effect on the insulation of the heating element. **CAUTION!** Do not use a wringer. You may hand wash this product.

**CAUTION!** Do not dry in a commercial dryer such as those used in laundromats.

**CAUTION!** Do not power-up this product while it is still damp. For safety's sake, wait until the product is completely dry before connecting it and plugging it in.

**CAUTION!** Do not use pins – they may damage the electrical wiring.

## Frequently Asked Questions

### **My heated product does not seem to turn on. What do I do?**

Check to ensure that the power cord is plugged in and press the ON/OFF button. If the level setting is still not illuminated, unplug the power cord and contact Customer Support.

### **The display is illuminated but I do not feel the bedding warming up. What do I do?**

**CAUTION!** The following troubleshooting test represents a non-standard use of your product. Do not continue this test for more than seven (7) minutes. Do not repeat this procedure during actual use. Fold the product with at least four folds. Connect the controller to the bedding, and then

plug the controller into a working wall outlet. Set the controller to the highest heat setting and wait for five (5) minutes. Place your hand inside the folds. If you do feel warmth during this test, the product is working properly. Turn the controller OFF. Lay the product out flat. It is safe to resume normal operation after 20 minutes.

If no heat is felt during this test, unplug the power cord and contact Customer Support. **\*Note:** Heated bedding products are not directly comparable to heating pads.

## Frequently Asked Questions

**The display is illuminated but it is reading "E", or the segment bar is flashing (Digital Throw controller). What does this mean?**

"E" stands for ERROR, as does a flashing segment bar, and indicates there may be problem. **CAUTION!** Do not attempt to operate your product if you are getting repeated ERROR messages. Disconnect the product and contact Customer Support. Some error messages are caused by transient events or an unsecure connection and not an actual problem with the product. To check, turn OFF the product and unplug it from the wall outlet. Then check the bedding connector(s) to make sure that they are firmly secured. Next, plug the power cord back into the wall outlet and turn the product ON. If the ERROR message returns unplug the power cord and contact Customer Support.

**What if I notice an area of the bedding that is warmer than all the rest?**

Unplug the power cord and contact Customer Support if you become aware of one area of the bedding that is obviously warmer than the rest, while the bedding is laid flat without bunching or folds.

**\*Note:** For Queen or King size products be sure to consider each side independently.

**Can I fold my heated bedding over, wrap it around myself, or use it with another heated bedding product to feel increased warmth?**

No, these are not recommended uses for this product. This heated bedding product is intended to be used while lying flat. Also do not use more than one active heated bedding product at a time.

**Can I use my heated bedding product with a memory foam mattress?**

It is recommended that you check with your mattress manufacturer or retailer for its compatibility with heated bedding. Due to the variety of materials used in memory foam mattresses, compatibility may vary.

**Can I use my heated bedding product in my RV?**

No, this heated bedding product is intended for use with a standard home 120V AC, 60Hz wall outlet only.

**How do I store my product?**

Lightly fold or roll the heated bedding product when not in use and store in a sealed bag. Avoid storing product in extreme temperature environments such as an attic or garage.

**Can I use my heated mattress pad with a protective mattress cover?**

It is recommended that you check with the manufacturer or retailer of your protective mattress cover for its compatibility with heated bedding. Compatibility may vary.

*\*Please use the below Customer Support contact information to reach Biddeford Blankets LLC regarding any questions or for assistance with your heated bedding product.*

**Biddeford Blankets LLC**

300 Terrace Dr.

Mundelein, IL 60060

Toll Free Customer Support Line:

1.800.789.6441

## FCC

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. Changes or modifications to the product are not approved by Microlife USA and could void the user's authority to operate the equipment under FCC jurisdiction.

**Note:** 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 modified or 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.

## Limited 5 Year Warranty

Your Biddeford Blankets manufactured warming product is warranted for five years by Biddeford Blankets LLC, against manufacturer defects for the original purchaser only, from date of purchase.

The Limited Five Year Warranty applies to the Bedding and the following Accessories: controller(s).

The warranty does not apply to consequential and incidental damages, or damage caused by improper handling, and accidents. Professional/institutional use, not following the operating instructions, and alterations made to the bedding or accessory by anyone not authorized in writing by Biddeford Blankets, are also not included in this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Biddeford Blankets LLC will investigate your concern. A Bedding and/or Accessory as defined by this war-

ty, determined to be out of specification, will be replaced and shipped to you at no cost. A Bedding and/or Accessory as defined by this warranty, determined to be within specification, may alternately be returned to you with a report of findings, at no cost.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Please use the below customer service contact information to reach Biddeford Blankets LLC regarding any warranty concerns. We ask that you please contact us before sending any product back in order to better identify, and more quickly process, your concern.

### **Biddeford Blankets LLC**

300 Terrace Dr.

Mundelein, IL 60060

Toll Free Customer Support Line: 1.800.789.6441