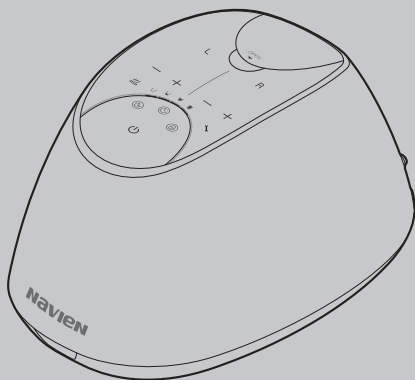


Comfort-Mate™



MODEL

EQM301-SSUS/QSUS/KSUS

- Please read the user manual carefully in order to use the product as intended.
- Store this manual in a place where it can easily be found.
- There may be a change in appearance or dimensions of the product without prior notice for improvement of product quality.
- Purchased product may not be exactly as shown in figures in the manual.

navien User Manual

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Product Introduction

1 Hydronic bed warming pad by KD Navien, the leader in condensing boiler in Korea

- ① Cutting Edge Technology of KD Navien/ Advanced Temperature Control Technology/
Apply proven temperature control technology (Navien's Temperature Technology)
 - Customized optimal temperature for individual through an intelligent dual temperature function that precisely controls temperatures of left/right at intervals of 1°C.
 - Realize the most precise temperature by controlling the temperature of water returning to the heating unit to pad the exact temperature set by the user.
 - Consistent and even temperature throughout the pad.
- ② Safety 1st, Safety Design System
 - High temperature mode notification for re-checking temperature for safety
 - Sterilization mode which sterilizes by heating water inside heating unit and pad
 - Child-lock mode for the safety prevention of infants and children
 - Multiple Safety System
- ③ Total Solution, from the beginning to the end.
 - Customer Support : 1-877-689-1541

2 Better and upgraded warming pad solution with uncompromising premium

- A thin and light slim-type pad that you can conveniently use anywhere.

3 Must have functions and clear instruction

- Left/right exclusive control buttons (Dual temperature)
- Timer temperature
- Real-time water level notification

4 Concise and simple design

- Comfortable and modern designed heating unit
- Slim type pad, a square pattern with a balance of sporty sensibility and succinctness
- 100% pure cotton, color-pattern that can softly blend into any type of interior design

Safety Precautions

Please read the safety precautions and follow the instructions carefully as they are for prevention of potential accidents and hazardous conditions.



WARNING

Failure to follow all safety guidelines can result in severe injury or death.



CAUTION

Failure to follow all safety guidelines can result in minor or moderate injury.



ACTIONS PROHIBITED

Prohibited actions are shown with emphasis.



DISASSEMBLY PROHIBITED


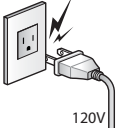
This sign indicates DO NOT DISASSEMBLE.


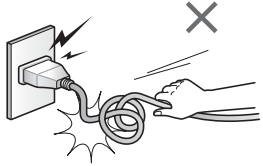



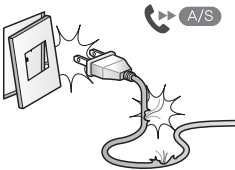
ENSURE PROPER GROUNDING

Grounding for prevention of electric shock.


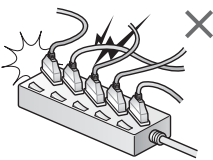
Please follow the instructions when using the product.


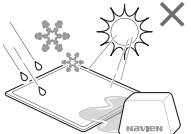
	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>This product is exclusively for 120V/60Hz. You must use an appropriate power plug for each country with an earth terminal.</p> <p>Different voltages can be the cause of electric shock or fire, and using without an earth terminal may cause failure or electric shock.</p>  <p>120V</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Do not bend, pull, or tie the power cord by force.</p> <p>There is a danger of electric shock or fire.</p> 	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>If the power cord or power plug is damaged, please exchange it through the manufacturer, service dealer, or a certified technician.</p> 	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Do not insert or touch the power plug with wet hands.</p> <p>There is a danger of electric shock or injury.</p> 	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>When using a multi-outlet, do not use multiple devices simultaneously.</p> <p>There is a danger of fire or electric shock.</p> 	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Do not use the product in a moist area or outside where direct sunlight, snow, and rain can directly affect the product.</p> <p>There is a danger of electric shock or fire caused by heating or short circuit.</p> 	

Please follow the instructions when using the product.

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Do not use near electric heating appliances, such as gas stoves or heaters. It may cause deformation of the product or fire.</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>If there is a leakage from a heating unit or pad, please pull out the power plug and contact a service center.</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Keep children, disabled, and people who can be prone to accidental injury away from operating the product. There is a danger of burns.</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>If the product is submerged in water, immediately turn off the power and contact a service center.</p>	
<p>If the product is operated after experiencing water damage, there is a danger of electric shock or fire.</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Do not operate the product with wet hands. There is a danger of electric shock.</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Keep children away from operating and set the child-lock mode when not using the product.</p>	
<p>There is a danger of electric shock, burns, or product failure.</p>	

Please follow the instructions when using the product.

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Make sure to use the pad with a provided pad cover or pad/blanket.</p>	
<p>There is a risk of mild burns.</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>If there is an error code or operational issue occurs while using the product, immediately disconnect the power cord from the outlet and contact a service center.</p>	
<p>There is a danger of electric shock or fire.</p>	


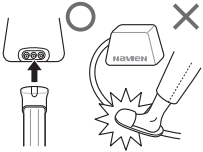

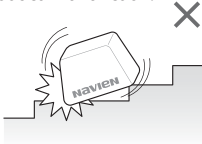





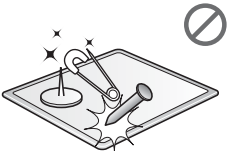

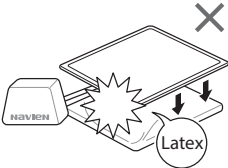
	WARNING/CAUTION/ ACTIONS PROHIBITED/ DISASSEMBLY PROHIBITED
<p>Do not dismantle, repair, or alter the product on your own.</p>	
<p>There is a danger of failure, electric shock, or fire. Contact a service center if repair is needed.</p>	

	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Do not kick or exert force on the heating unit and do not put foreign substances inside.</p>	
<p>There is a danger of product failure or accidents.</p>	


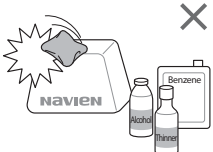
	WARNING/CAUTION/ ACTIONS PROHIBITED
<p>Be aware that a small amount of steam may be emitted from the small air hole around the water inlet cap when operating the product.</p>	
<p>Be aware that a small amount of steam may be emitted from the small air hole around the water inlet cap when operating the product.</p>	


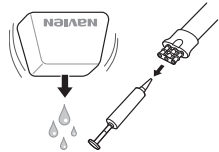
	CAUTION/ ACTIONS PROHIBITED
<p>Do not operate the product without water.</p>	
<p>It may cause the product to fail.</p>	



Please follow the instructions when using the product.

<div>  </div> <div> WARNING/CAUTION/ ACTIONS PROHIBITED </div> <div> <p>Firmly fasten the joint of the heating unit and the pad, and be careful not to bend or step on the connecting hose.</p> <p>There is a danger of product failure, and hot-water circulation can be blocked.</p>  </div>	<div>  </div> <div> ACTIONS PROHIBITED </div> <div> <p>Place the heating unit on a flat surface.</p> <p>The product may not operate as the balance sensor, located at the bottom of the heating unit, operates. Avoid placing on fluffy or soft carpet.</p> <p>Do not install a boiler on the slanted place.</p> <p>It can be a cause of the product malfunction.</p>  </div>
<div>  </div> <div> CAUTION/ ACTIONS PROHIBITED </div> <div> <p>Do not crumple or fold the pad when operating the heating unit.</p> <p>It may cause the product to fail.</p>  </div>	<div>  </div> <div> WARNING/CAUTION/ ACTIONS PROHIBITED </div> <div> <p>Use of clean water (purified water, mineral water) is recommended. Tap water can be used but it may cause partial discoloration. Do not use underground water, distilled water, detergent, chemicals, oil, or air freshener.</p> <p>It may cause the product to fail.</p>  </div>
<div>  </div> <div> WARNING/CAUTION/ ACTIONS PROHIBITED </div> <div> <p>Do not place heavy or sharp objects (drawing pins, nails, knives, needles) on top of the pad, and do not stab the pad.</p> <p>It may cause deformation of the product or water leaks.</p>  </div>	<div>  </div> <div> WARNING/CAUTION/ ACTIONS PROHIBITED </div> <div> <p>Do not use latex products and the pad together, as there is a danger of product deformation.</p> <p>There is a danger of product failure.</p>  </div>

Please follow the instructions when using the product.

	CAUTION/ ACTIONS PROHIBITED
<p>Do not clean the heating unit with chemicals such as benzene, thinner, or alcohol, or with general detergent.</p> <p>There is a risk of mild burns.</p> 	

	CAUTION
<p>If not using the product for a prolonged period, store the product after getting the water out by flipping the heating unit and using the water removal kit.</p> 	

	CAUTION/ ACTIONS PROHIBITED
<p>The pad should be hand washed only and a mild detergent should be used. Remove the pad cover and clean lightly.</p> <p>There is a danger of product failure or accidents.</p> 	

Product Features

1. Left/right separated heating (Dual Temperature)

- Support dual temperature mode which enables a customized optimal sleep temperature for individuals on the right and left side of the pad at an interval of 1°C(1.8°F).
- ※ Dual temperature function is available only for Queen and King size.
- ※ Over 95°F(35°C) is recommended when using the dual temperature mode.

2. Timer Mode

- It automatically turns off after a certain time (3 to 12 hours) selected by the user.

3. Child-lock (Lock Mode)

- This lock mode prevents children from operating the product for safety.

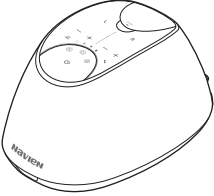
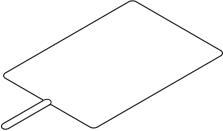
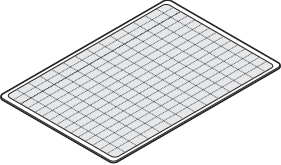
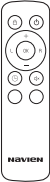

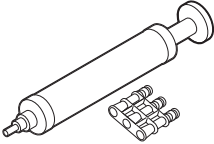

4. Sterilization Mode

- This mode sterilizes existing bacterium and microorganisms in water, by rapid heating of the water inside the heating unit and pad.

5. Safety Systems

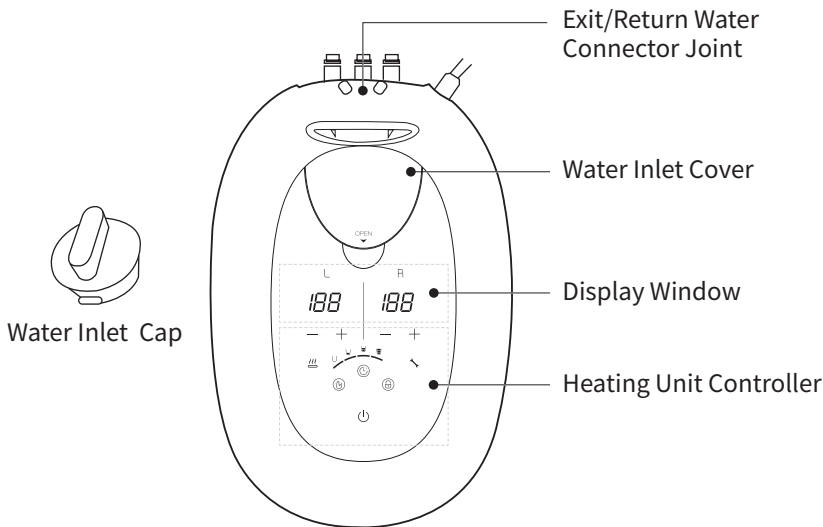
- Balancing Sensor: Detects the balance of the heating unit and automatically shuts down when it is unbalanced.
- Overheat Protection Sensor: Detects the overheating of the water tank and heater and prevents the danger of fire.
- Freeze protection: Activated when room temperature drops below 41°F(5°C).
- Timer: Automatically shuts down the system after 15 consecutive hours, securing safety as well as preventing waste of energy.
- Water level sensor: An alarm operates when there is a shortage of water.
- Water leak notification: An alarm operates if water leak caused by a damage of the pad
- Safety fuse: Automatically shuts down if an overcurrent or overheating is detected.
- Motion sensor: Automatically stops the heating unit operation if the pump is not active, which can cause overheating.
- High temperature notification: Prevents low-temperature burns that can occur when using for a prolonged period at temperatures over 100°F(38°C).

Product Components

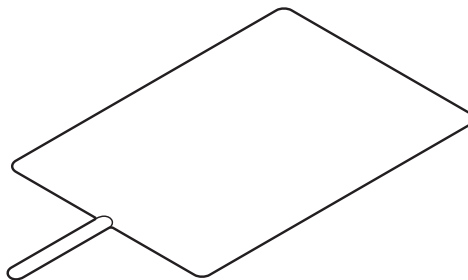
<div>Heating Unit</div> <div>  </div> <div>1EA</div>	<div>Pad</div> <div>  </div> <div>1EA</div>
<div>Pad Cover</div> <div>  </div> <div>1EA</div>	<div>Remote Control</div> <div>  </div> <div>1EA</div>
<div>Instruction Manual</div> <div>  </div> <div>1EA</div>	<div>Water Removal Kit</div> <div> <div>※ The shape and color of the remnant water removal kit can differ based on specifications.</div>  </div> <div>1SET</div>
<div>Storage Bag for Heating Unit/Pad</div> <div>  </div> <div>1EA</div>	

Names of Each Part

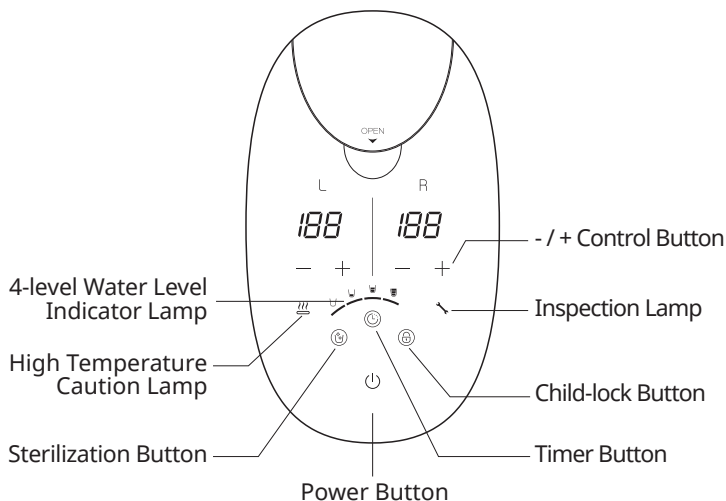
Heating Unit



Pad

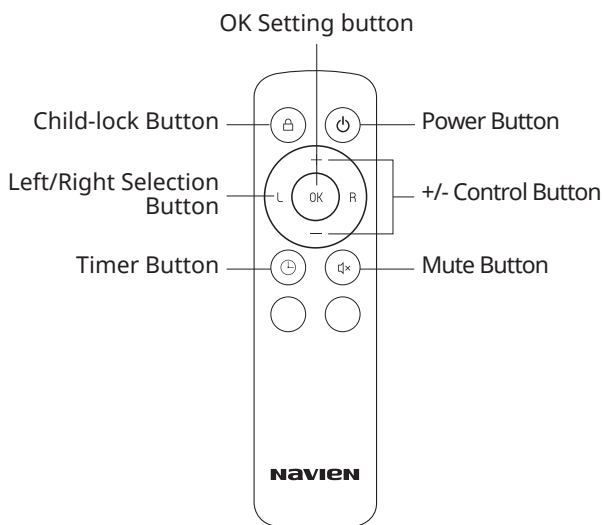


Display Window / Heating Unit Controller



Remote Control

- ※ The single-type does not support dual temperature function.
- ※ The battery used is CR2032.



Product Installation Guide

The slim pad is an extremely thin product under 0.2" (5mm), so please install a thick pad or bedding under the pad when using on the floor in order to prevent loss of cushioning and heating.

1. Put the cover on the pad.

If there is no cover, put a pad or blanket over the pad.

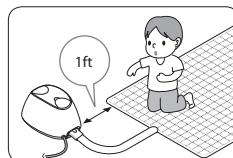
※ Using without a cover or pad for a long period of time can cause a mild burn.

2. Select the location of usage.

Place the host of the pad toward the feet, and leave the space between the heating unit and the pad over 1 ft. (30cm)

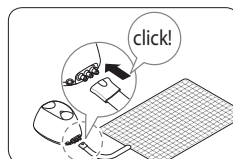
※ Electromagnetic waves may occur from the heating unit.

※ Placing the heating unit at the same height as or slightly higher than the pad is preferred.



3. Connect the heating unit and the hose of the pad.

Lay down the hose of the pad flat facing the "Navien Logo" upward without tangling, and push the pad hose connector to the back of the heating unit water outlet/inlet connector firmly all the way until you hear a "click" sound.



4. Connect the power cord of the heating unit to the power outlet and touch the power button to turn on.

Er 02 (water shortage error code) will be displayed and the water level lamp and inspection lamp will be turned on when you use it for the first time.

5. Fill the heating unit with water.

① Prepare the water.

(The amount of water to be filled is 1,500ml for king size, 1,300ml for queen size, and 1,100ml for single size.)

② Pull the water inlet cover and turn the water cap counterclockwise to open.

③ Check the water level lamp and slowly pour down the water.

④ If the 4th-level water lamp is on, stop filling the water and wait for a little bit. (Wait until the water moves toward the pad.)

⑤ When the 1st water level lamp blinks again, fill the water until the 4th water level lamp is turned on.

⑥ After water filling is complete, close the water cap by turning it clockwise until there is a "click" sound, and close the cover.

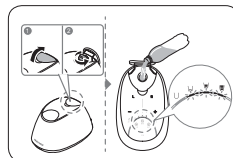
※ If the water touches the safety net inside the water inlet, it can overflow.

Be careful to keep the water level low enough to prevent it from touching the safety net.

※ If excessive water is filled after completing water replenishment, be aware of the possibility of water leaking from the small air holes on the water inlet cap.

※ Filling water over the 3rd-level is recommended for a continuous and stable heating. (If there is a lack of water, noise may occur.)

※ A water shortage error (Er 02) may occur when filling the water for the first time. (Fill the water slowly)

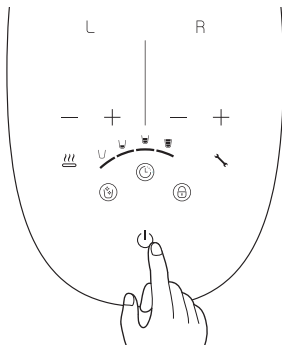



6. Set a desired temperature and start using.

Refer to the "Product Operation" page for instructions on setting the temperature.

Product Operation – Powering On and Off

Controlling at Heating Unit



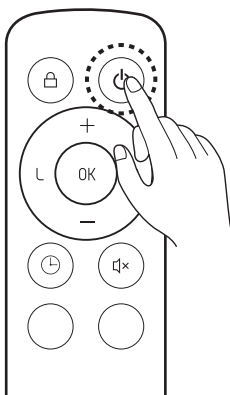
Power can be turned on and off by touching the [] button of the heating unit.


When powering on for the first time, the default temperature for dual mode is at 95°F (35°C), and the current temperature is displayed on the display window.

When powering on again after powering off, the temperature is automatically set to the previous temperature.

※ Current temperature on the display window may differ with actual pad temperature subject to surrounding environment.

Controlling with Remote Controller



Power can be turned on and off using the [] button of the remote control.

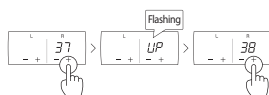
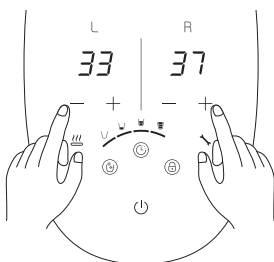
When powering on for the first time, the default temperature for dual mode is at 95°F, and the current temperature is displayed on the display window.

When powering on again after powering off, the temperature is automatically set to the previous temperature.

Product Operation – Setting Temperature

- Heating temperature can be set differently on the right and left for 82~113°F(28 ~ 45°C).
- If used for sleep or for a prolonged period, the recommended temperature is 91°F for slim type pads and 95°F (35°C) for cushion type pads.
- For safety reasons, the high temperature entry mode is applied if the setting temperature is over 100°F, and the high temperature warning lamp is turned on.

Controlling at Heating Unit



Setting the left/right temperatures.

The left/right temperatures of the pad can be set at intervals of 1°F by touching the “- / +” buttons on the L/R display windows.

Heating temperature can be set from 82°F to 113°F. When the desired temperature is displayed on the window, the setting will be completed after 3 seconds.

Setting temperatures over 100°F

- ① When touching the + button once more after setting to 99°F, “UP” will appear on the display window.
- ② After releasing from the button and when the alarm sound is on with “UP” on the screen, touch the “+” button again to set the temperature over 100°F.

To turn off the heating on one side, touch the “-” button once more at 77°F. When “OFF” is displayed on the screen, heating is ended.

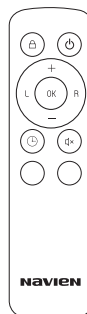
Controlling with Remote Controller

Setting the left/right temperatures

The left temperature can be controlled by pressing the “L” button, and the right temperature can be controlled by pressing the “R” button. The temperature can be set at intervals of 1°F by pressing the “+/-” buttons.

Setting temperatures over 100°F

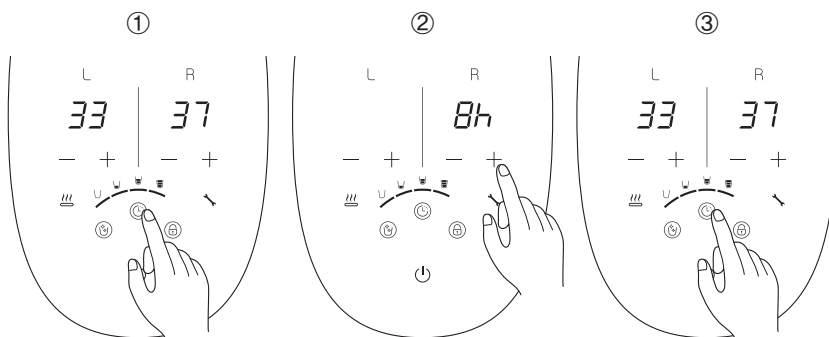
- ① When “UP” is displayed on the screen and a notification sound is on after setting the temperature at 98.6°F (37°C), wait for about 2 seconds.
- ② Press the “+” button again after 2 seconds and temperature will be set over 100°F (38°C).



Product Operation – Setting Timer

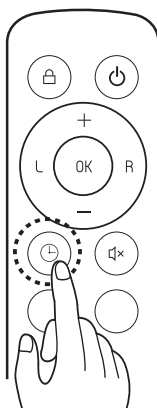
The timer can be set for 3 to 12 hours, and it is automatically powered off after the set time is passed.

Controlling at Heating Unit



- ① Touch the [⌚] button and time starts blinking on the “R” display window.
- ② Set the desired time by touching the “-/” buttons on the “R” display window.
- ③ The time is set after 3 seconds when the desired time is displayed, and the display window transitions to a temperature display.
- ④ The timer is deactivated if the timer button is touched again while the timer mode is activated.

Controlling with Remote Controller

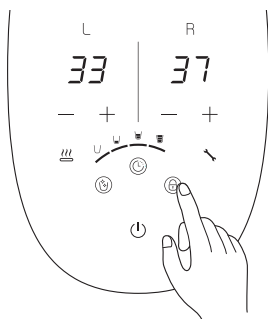



- ① Touch the [⌚] button and time starts blinking on the “R” display window.
- ② Set the desired time by touching the “-/” buttons on the remote control.
- ③ When the desired time is displayed, complete the timer mode by pressing the “OK” button. (Even if the “OK” button is not pressed, the timer is automatically set after 3 seconds.)
- ④ The timer mode is deactivated if the timer button is pressed again while the timer mode is activated.

Product Operation – Setting Child-lock (Lock Mode)


The child-lock (lock mode) can be set in order to prevent accidents caused by malfunction by infants or children.

Controlling at Heating Unit

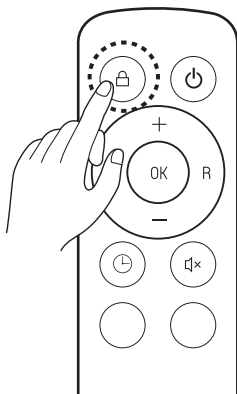



Touch the [] button for 2 seconds to activate the child-lock mode.

When child-lock is activated, none of the buttons on the heating unit controller work.

Touch the [] button for 2 seconds to deactivate the child-lock mode.

Controlling with Remote Controller



Touch the [] button for 2 seconds to activate child-lock mode.

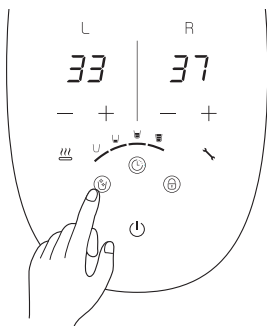
When child-lock is activated, all the buttons on the remote controller and heating unit are disabled.


Touch the [] button again to deactivate the child-lock mode.

Product Operation– Setting Sterilization Mode

Sterilization mode can be set in order to sterilize existing bacterium and microorganisms in water.

※ Sterilization Mode can ONLY be controlled at heating unit.



Touch the [] button for 2 seconds to initiate sterilization mode.

When sterilization mode is activated, the remaining time is shown on display window showing minutes and seconds.

Sterilization mode lasts for 30 minutes.

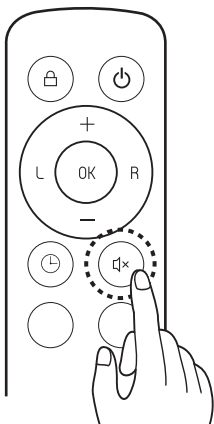
Once the mode is complete, the heating unit automatically turns off.


※ Please DO NOT consecutively activate sterilization mode.
(Consecutive activation can lead to overheating errors.)


Product Operation– Turning Notification Sound On and Off

Notification sounds can be turned on and off.

※ Notification Sounds On and Off can ONLY be controlled at remote controller.



Touch the [] button to turn off the notification sounds.

Touch the [] button again to deactivate mute mode.

Product Storage

If you want to store the product, separate the heating unit and the pad and follow below steps

How to Maintain and Store the Heating Unit

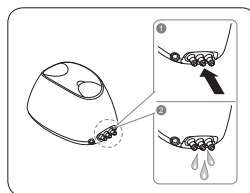
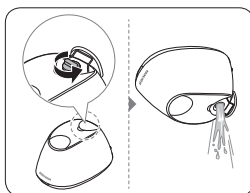
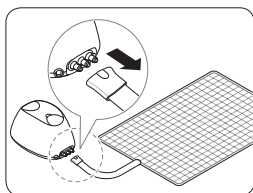
1. Turn off the heating unit and unplug from the power outlet, then separate the heating unit and the pad.

- Press the easy connector which is connected to the exit/return water connector joint on the back of the heating unit to separate.

※ There is a risk of scalding water inside the heating unit, so remove water when it is cool enough.

2. Remove the water from inside the heating unit.

- ① Prepare a waterspout to receive the water.
- ② Open the water inlet cover of the heating unit and open the water inlet cap by turning it counterclockwise.
- ③ Hold the cover and lean the heating unit forward to remove the water inside.
- ④ In order to remove the residual water in the exit/return water connector joint of the heating unit, press the protruding part on the middle of the connector to discharge the remaining water.

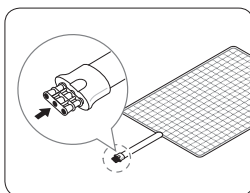
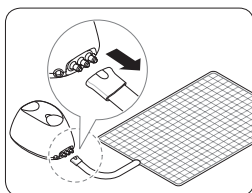


3. Sufficiently dry the heating unit under a shade and store it where there is good ventilation and no direct sunlight.

How to Store a Pad

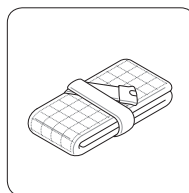
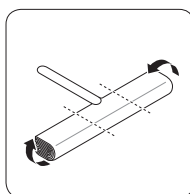
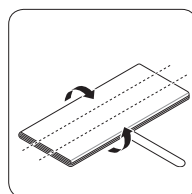
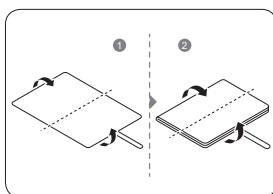
1. Remove the water inside the pad.

- ① Prepare a waterspout (about 1.5ℓ) to receive the water from the pad.
- ② Hold the end of the hose and connect the water removal kit provided at the time of purchase.
- ③ Remove the water remaining inside by folding or rolling the pad.



2. Fold the pad.

- ① Fold the pad in half, and then fold it again.
- ② Fold the pad as shown on the diagram.
- ③ Store the hose after winding it.



Product Maintenance

How to Maintain & Clean a Heating Unit

- Wet and squeeze a soft cloth in lukewarm water and clean lightly.
- Do not clean the display window and the heating unit controller with an alkaline detergent.
- Do not clean the surface of the heating unit using sulfuric acid, hydrochloric acid, or organic solvents (thinner, kerosene, acetone, etc.).
- Do not attach stickers. The surface may be damaged.

How to Clean a Pad

- Take the cover off, clean by lightly rubbing, and dry.
- The pad may not be laundered by hand or with a washing machine.

How to Clean Pad Cover

- The provided cover is a 100% pure cotton cover.
- Take the cover off from the pad and place it in a laundry net.
- Use the wool laundry care and launder by setting spin-dry at 'low' and using cold water.
- Use a neutral detergent, and when using a drum type washing machine, avoid washing and drying at high temperatures.
- Use the washed cover after drying and cover the pad.

Error Codes and Troubleshooting

If an error code is constantly displayed on the display window, receive an inspection by contacting the Navien customer support center in the US. (877-689-1541).

Error Code	Error Description	Cause	Action to Be Taken
Er02	Water shortage error	There is a lack of water.	Replenish the water following the replenishment instructions on the 'Product Operation' page.
Er05	Water tank supply temperature sensor error	There is a disorder in the supply temperature.	Please contact the A/S center.
Er11	Water level detection Error	Normal water level detection is dysfunctional.	Please contact the dealer or Navien Technical Support.
Er16	Water tank overheating error	The temperature of the water tank is overheated.	Please contact the dealer or Navien Technical Support.
Er17	Heating disorder Error	There is a disorder with a part related to heating.	Please contact the dealer or Navien Technical Support.
Er18	Return water temperature sensor error	There is a disorder in the return water temperature sensor.	Please contact the dealer or Navien Technical Support.
Er28	Water leakage error	A water leak caused by a damaged hose inside the pad is detected.	Please contact the dealer or Navien Technical Support.

Instructions for Self-Diagnosis and Taking Action

If there is a problem with the product, please check the following first.
If the problem continues after checking, please contact customer support center (877-689-1541, US).

Symptom	Cause	Action to Be Taken
The heating unit works normally but the pad is not warm	Poor connection between heating unit and pad	Check whether the connector of the pad has been connected until there is a "click" sound.
	Circulation disorder due to the location of heating unit and pad	1) When using on a bed, check whether the pad connecting hose is drooped and laid in a U shape. 2) Organize the hose so that the connecting hose is spread out for smooth circulation.
	Circulation disorder due to air pressure inside pad	1) Set at the maximum temperature and reset the power 2 to 3 times. 2) After operating for about an hour, the air is discharged naturally, and smooth use is possible.
	Water shortage	Heating may not work if there is a shortage of water, so sufficiently replenish water.
Power does not turn on	Poor contact with outlet	Check the connection with the outlet.
	Dysfunctional balancing sensor	Check whether the heating unit is on a hard surface. (No Carpet)
Noise occurs	Initial high speed mode motor Rotation	When initially connecting, high speed mode may operate to supply water for 3 minutes and rotating noise may be heard, but it does not occur afterwards.
The remote control does not work	Consumption prevention vinyl is not removed	Remove the vinyl battery cover.
	Worn out battery	Replace the battery.

Detailed Specifications and Dimensions

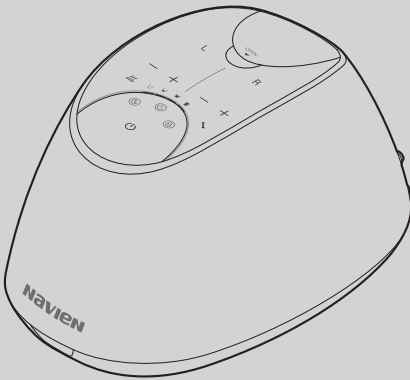
Category	EQM301	
Model Name	EQM301-SSUS EQM301-QSUS EQM301-KSUS	
Rated Power Consumption	AC 120V, 60Hz, 310W	
Water Tank Size	0.16 gal 600mℓ	
Heating Unit Size	D11.8 x W7.4 x H7.1 (in) D300 x W188 x H180 (mm)	
Weight	6.4 lb 2.9 kg	
Pad Size	Single	76.8" x 39.4" (in) 1,950 x 1,000 (mm)
	Queen	76.8" x 57" (in) 1,950 x 1,450 (mm)
	King	76.8" x 65" (in) 1,950 x 1,650 (mm)
Operation Method	Motor Rotation Type (BLDC Motor Applied)	
Manufacturer / Manufacturing Country	KD Navien, Inc. / Korea	
Certification	ETL	

※ Pad size may differ for each product. (Product size ± 20mm)

memo

Comfort-Mate™

Navien User Manual



MODEL

EQM301-SSUS/QSUS/KSUS

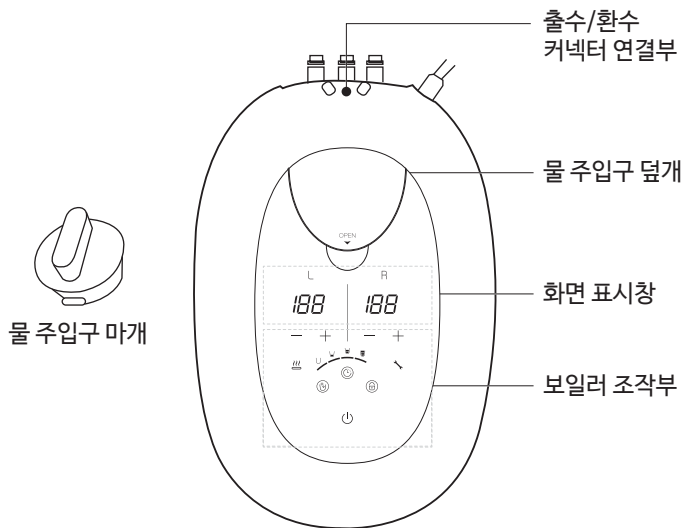
제품을 잘 사용하기 위해서는 반드시 사용설명서를 잘 읽어 주세요.
본 사용설명서를 찾기 쉬운 장소에 보관하세요.
제품의 외관 및 규격 등은 품질개선을 위하여 사전 통보 없이 변경될 수 있습니다.
본 설명서의 그림은 구입하신 제품과 일치하지 않을 수도 있습니다.

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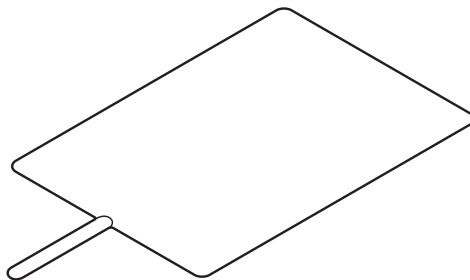
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각 부분의 명칭

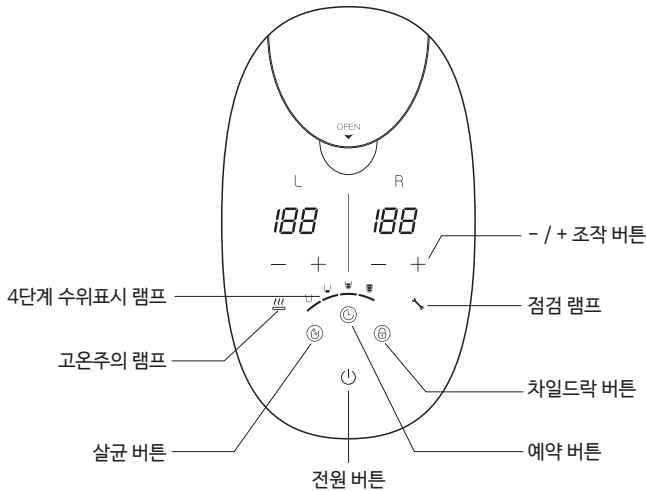
보일러



매트

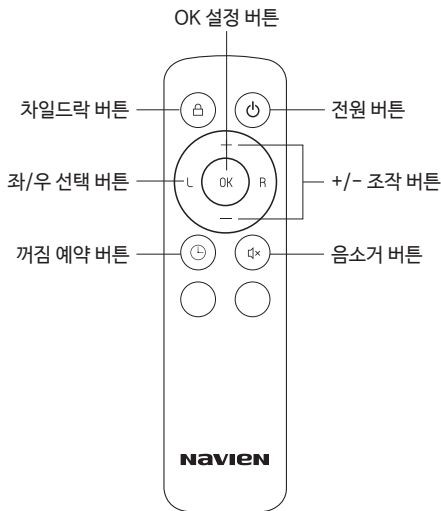


화면표시창 / 보일러 조작부



리모컨

- ※ 싱글 타입은 좌우 분리난방이 지원되지 않습니다.
- ※ 사용되는 건전지 사양은 CR2032 입니다.



제품 설치 방법

슬림 매트는 5mm 이하의 매우 얇은 제품으로, 바닥 사용 시 쿠션감 및 열손실 방지를 위해 매트 아래에 두꺼운 매트나 요를 설치해 주세요.

1. 커버를 매트에 씌워 주세요.

커버가 없을 경우 패드나 담요 등을 매트 위에 덮어 주세요.

※ 커버나 패드를 덮지 않고 장시간 사용시 저온화상의 위험이 있습니다.

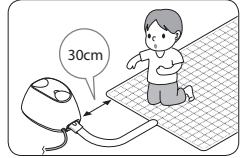
2. 온수매트를 사용할 위치를 선정해 주세요.

매트부의 호스가 나오는 방향을 발 아래쪽으로 가게 하고

보일러와 매트의 거리는 30cm 이상 띄워주세요.

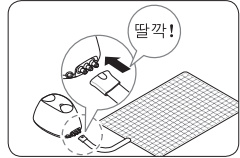
※ 보일러에서 미세한 전자파가 발생할 수 있습니다.

※ 보일러와 매트의 높이는 가급적 수평으로 맞추거나 보일러의 위치를 조금 더 높게 놓아주세요.



3. 보일러와 매트의 호스를 연결해 주세요.

매트의 호스가 꼬이지 않도록 반듯하게 늘어놓고 커넥터의 NAVIEN 로고가 위로 오도록 보일러 뒷부분의 출수/환수 연결부 맞추어 “딸깍” 소리가 날 때까지 밀어 연결해 주세요.



4. 보일러의 전원코드를 콘센트에 연결하고 전원버튼을 터치해 주세요.

첫 사용시 Er 02(물 부족 에러코드)가 표시되고 1단계 수위표시 램프가 깜빡이며 점검 램프에 불이 들어옵니다.

5. 물 주입을 시작합니다.

① 주입할 물을 준비해 주세요.

(킹 사이즈 1,500mL, 퀸 사이즈 1,300mL, 싱글 사이즈 1,100mL)

② 물 주입구의 덮개를 열고 마개를 반시계 방향으로 돌려서 열어주세요.

③ 수위표시 램프를 확인하면서 천천히 물을 주입해 주세요.

④ 4단계 수위표시 램프에 불이 들어오면 물 주입을 중지하고 잠시 기다려 주세요.

(물이 매트로 이동하는데 시간이 필요하므로 조금만 기다려 주세요.)

⑤ 다시 1단계 수위표시 램프가 깜빡이면 4단계 수위표시 램프에 불이 들어올 때까지 물을 주입해 주세요.

⑥ 물 주입이 완료되면 마개를 시계방향으로 “딸깍” 소리가 날 때까지 돌려서 닫은 후 덮개를 덮어 주세요.

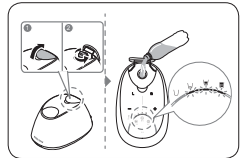
※ 물 주입구 내부의 안전망에 물이 닿을 경우 넘칠 수 있으므로 안전망에 닿지 않도록 주의해 주시고 넘치는 경우 제거 해 주세요.

※ 물 보충 완료 후에 과다하게 물을 주입하면 마개의 작은 공기 구멍을 통해 물이 새어 나올 우려가 있으므로 주의해 주세요.

※ 지속적이고 안정적인 난방을 위해 3단계 이상 물을 채워 사용할 것을 권장합니다.

(물이 충분하지 않을 경우 소음이 발생할 수 있습니다.)

※ 초기 물 보충 시 물 보충 에러(Er 02)가 발생할 수 있습니다. (에러 발생 시 천천히 물을 넣어 보세요.)

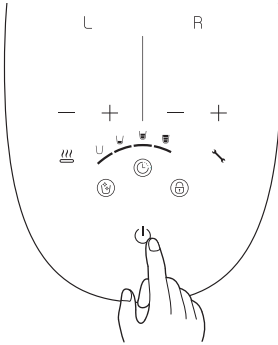


6. 원하는 온도를 설정하여 사용을 시작하세요.

설정 방법은 “제품 사용 방법” 페이지를 참조하세요.

제품 사용 방법 - 전원 켜고 끄기

보일러 조작부에서 전원 켜고 끄기

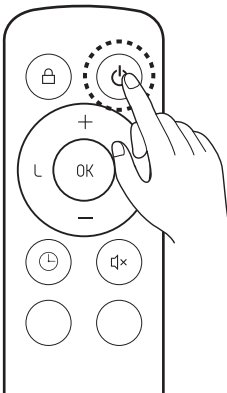


보일러의 전원 버튼을 터치하면
전원을 켜고 끌 수 있습니다.

최초 전원 가동 시 좌/우 35℃로 설정되며
보일러의 화면 표시창에는 현재 온도가
표시됩니다.

전원 종료 후 재 가동 시 이전 사용 온도로
자동 설정됩니다.

리모컨으로 전원 켜고 끄기



리모컨의 [⏻] 버튼을 눌러 전원을 켜고
끌 수 있습니다.

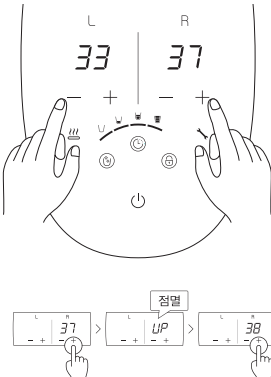
최초 전원 가동 시 좌/우 35℃로 설정되며
보일러의 화면 표시창에는 현재 온도가
표시됩니다.

전원 종료 후 재 가동 시 이전 사용 온도로
자동 설정됩니다.

제품 사용 방법 - 온도 설정하기

- 난방 온도는 28℃ ~ 45℃까지 설정할 수 있습니다.
- 수면 및 장시간 사용 시 슬림 타입 매트는 35℃에서 사용할 것을 권장합니다.
- 38℃ 이상의 온도를 설정할 경우, 안전을 위해 고온진입모드가 적용되며 고온주의 램프에 불이 들어옵니다.

보일러 조작부에서 온도 설정하기



좌측/우측 온도 설정하기

좌측(L)/우측(R) 화면표시창의 -/+ 버튼을 터치하여 매트 좌/우 온도를 1℃ 단위로 각각 설정할 수 있습니다.

난방 온도는 28℃ ~ 45℃ 까지 설정할 수 있습니다. 원하는 온도가 표시창에 표시되면 3초 후 설정이 완료됩니다.

38℃ 이상의 고온을 설정하려면

- ① 37℃ 설정 후 한번 더 + 버튼을 터치하면 화면 표시창에 'UP' 이 표시됩니다.
- ② 버튼에서 손을 떼 후, 알림음과 함께 'UP' 표시가 깜빡거릴 때 + 버튼을 다시 터치하면 38℃ 이상의 고온 설정이 가능합니다.

한 쪽의 난방을 종료하려면 25℃에서 - 버튼을 한번 더 터치하세요.

화면 표시창에 OF가 표시되며 난방이 종료됩니다.

리모컨으로 온도 설정하기

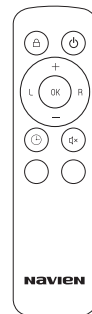
좌측/우측 온도 설정하기

L 버튼을 누르면 좌측 온도를, R 버튼을 누르면 우측 온도를 조절할 수 있습니다.

+/- 버튼을 눌러 설정온도를 1℃ 단위로 설정할 수 있습니다.

38℃ 이상의 고온을 설정하려면

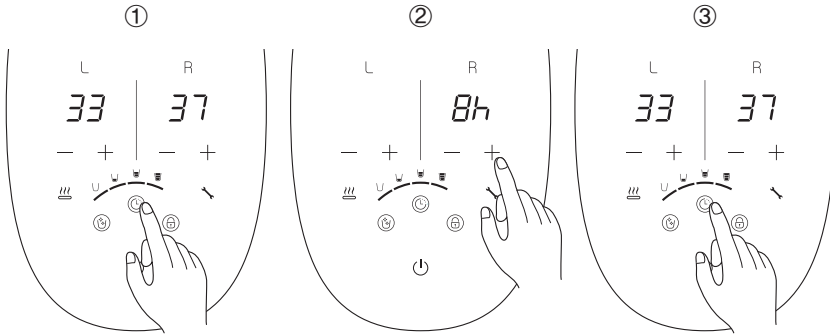
- ① 37℃ 설정 후 보일러 화면 표시창에 'UP'이 표시되며 알림음이 울리면 약 2초간 기다립니다.
- ② 2초 후 다시 +버튼을 누르면 38℃ 이상의 고온 설정이 가능합니다.



제품 사용 방법 - 꺼짐 예약 설정하기

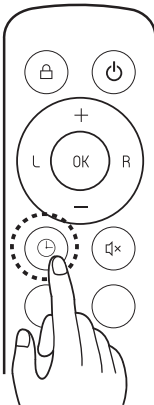
제품의 꺼짐 예약시간을 3 ~ 12시간 까지 설정할 수 있으며 설정 시간 경과 후 자동 종료됩니다.

보일러 조작부에서 꺼짐 예약 설정하기



- ① 예약 버튼을 터치하면 예약 모드 램프에 불이 들어오며 R 화면 표시창에 시간이 깜빡입니다.
- ② R 화면 표시창의 +/- 버튼을 터치하여 원하는 예약 시간을 설정합니다.
- ③ 원하는 예약시간이 표시되면 3초 후 시간 설정이 완료되며 화면 표시창이 온도 표시로 전환됩니다.
- ④ 예약 기능 활성화 상태에서 예약 버튼을 다시 터치하면 예약 기능이 해제됩니다.

리모컨으로 꺼짐 예약 설정하기

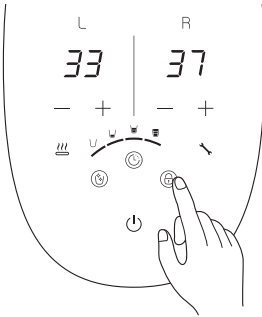


- ① 예약 버튼을 누르면 예약 모드 램프에 불이 들어오며 R 화면 표시창에 시간이 깜빡입니다.
- ② 리모컨의 +/- 버튼을 터치하여 원하는 예약 시간을 설정합니다.
- ③ 원하는 예약시간이 표시되면 OK 버튼을 눌러 예약 설정을 완료합니다. (OK 버튼을 누르지 않더라도 3초 후 자동으로 시간이 설정 완료됩니다.)
- ④ 예약 기능 활성화 상태에서 예약 버튼을 다시 누르면 예약 기능이 해제됩니다.

제품 사용 방법 - 차일드락(잠금 기능) 설정하기

영유아 및 어린아이의 오작동에 의한 사고 위험 방지를 위해 차일드락(잠금 기능)을 설정할 수 있습니다.

보일러 조작부에서 차일드락 설정하기

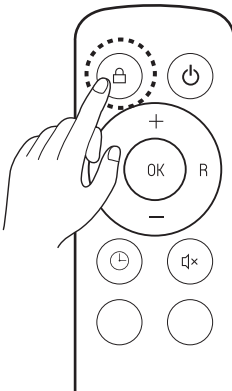


가동 상태에서 보일러 조작부의 잠금 버튼을 2초간 터치하면 잠금 램프에 불이 켜지며 차일드락이 활성화 됩니다.

차일드락이 활성화되면 보일러 조작부의 버튼이 모두 조작되지 않습니다.

차일드락이 활성화된 상태에서 잠금 버튼을 2초간 터치하면 차일드락이 해제됩니다.

리모컨으로 차일드락 설정하기



가동 상태에서 리모컨의 [🔒] 버튼을 누르면 보일러 조작부의 잠금 램프에 불이 켜지며 차일드락이 활성화 됩니다.

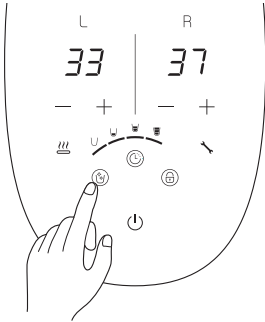
차일드락이 활성화되면 리모컨 및 보일러 조작부의 버튼이 모두 조작되지 않습니다.

차일드락이 활성화된 상태에서 리모컨의 [🔒] 버튼을 누르면 차일드락이 해제됩니다.

제품 사용 방법 - 살균모드 설정하기

살균모드를 설정할 수 있습니다.

※ 살균모드는 보일러에서만 설정 가능합니다.



가동 상태에서 보일러 조작부의 살균 버튼을 2초간 터치하면 살균 버튼에 불이 켜지며 살균모드가 활성화됩니다.

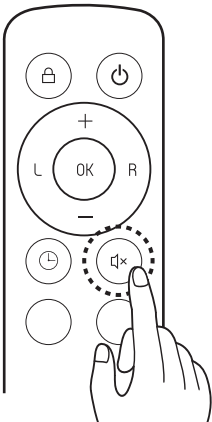
화면 표시창에는 남은 시간이 분과 초로 표시됩니다. 살균모드는 30분간 진행되며, 살균모드가 종료되면 자동으로 전원이 종료됩니다.

※ 살균모드는 월 1회 사용을 권장하며, 살균모드 작동 시 온수매트 사용을 금지해주세요.

제품 사용 방법 - 알림음 켜고 끄기

알림음을 켜고 끌 수 있습니다.

※ 음소거는 리모컨에서만 설정 가능합니다.



리모컨의 [(㉸)] 버튼을 누르면 보일러 조작부의 음소거 램프에 불이 들어오며 알림음이 비활성화됩니다.

알림음이 비활성화된 상태에서 [(㉸)] 버튼을 누르면 알림음이 활성화됩니다.

제품 보관 방법

제품을 장기간 사용하지 않을 경우 보일러와 매트를 분리하여 보관해 주세요.

보일러 관리 및 보관 방법

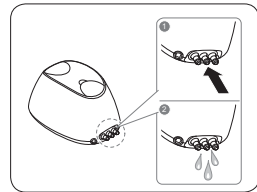
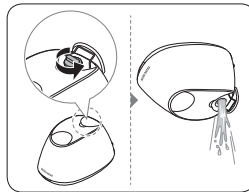
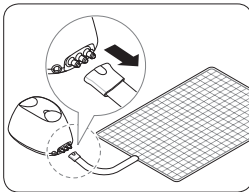
1. 전원을 끄고 전원코드를 콘센트에서 뽑은 후 보일러와 매트를 분리해 주세요.

보일러 뒤쪽 출수/환수 커넥터 연결부에 연결된 이지커넥터를 눌러 호스를 분리해 주세요.

※ 보일러 내부의 물이 뜨거울 경우 화상의 위험이 있으니 가동 종료 후 충분히 물을 식힌 후 분리해 주세요.

2. 보일러 내부의 물을 빼내어 주세요.

- ① 물을 받을 물받이를 준비해 주세요.
- ② 보일러의 물 주입구 덮개를 열고 마개를 반시계 방향으로 돌려서 열어 주세요.
- ③ 덮개를 잘 잡고 보일러를 기울여 내부의 물을 빼내어 주세요.
- ④ 보일러 출수/환수 커넥터 연결부의 잔수를 빼내기 위해 커넥터 가운데 튀어나온 부분을 눌러 남은 물을 배출해 주세요.

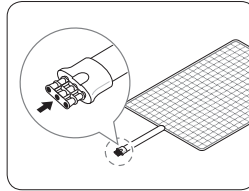
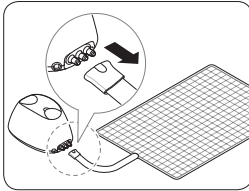


3. 보일러를 그늘에 충분히 말린 후 통풍이 잘되고 직사광선이 닿지 않는 곳에 보관해 주세요.

매트 보관 방법

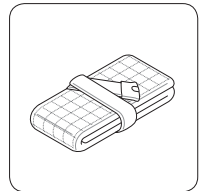
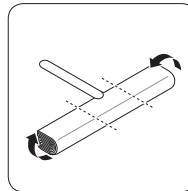
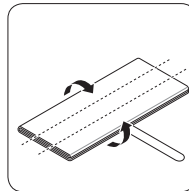
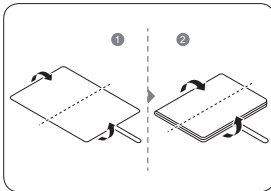
1. 매트 내부의 물을 빼내어 주세요.

- ① 매트의 물을 받을 물받이 (약 1.5 ℓ)를 준비해 주세요.
- ② 매트의 물을 받을 물받이 (약 1.5 ℓ)를 준비해 주세요.
- ③ 매트를 접거나 말아 내부에 남아 있는 잔수를 빼내어 주세요.



2. 매트를 잘 접어 주세요.

- ① 매트를 이등분하여 접고, 다시 한 번 접어주세요.
- ② 그림에 따라 접어주세요.
- ③ 호스를 잘 감아 보관해 주세요.



제품 관리 방법

보일러 관리 방법

- 보일러 외관을 청소할 때는 부드러운 헝겊을 미지근한 물에 적셔 꼭 짠 후 가볍게 닦아주세요.
- 화면 표시창 및 보일러 조작부는 알칼리성 세제로 닦지 마세요.
- 황산, 염산 또는 유기용제 (시너, 등유, 아세톤 등)를 사용하여 보일러의 표면을 닦지 마세요.
- 스티커 등을 붙이지 마세요. 표면이 손상될 수 있습니다.

매트 관리 방법

- 매트를 청소할 때는 커버를 벗겨내고 가볍게 문질러 닦아낸 후 건조해 주세요.
- 매트는 손빨래나 세탁기 이용이 불가능합니다.

커버 관리 방법

- 기본으로 제공되는 커버는 순면 100% 커버입니다.
- 커버를 매트에서 벗겨낸 후 세탁망에 넣어주세요.
- 울 세탁 기능을 이용해 주시고 탈수는 '약', 물 온도는 냉수로 설정하여 세탁해 주세요.
- 중성세제를 사용해 주시고 드럼세탁기 사용시 고온 세탁 및 고온 건조는 삼가 주세요.
- 세탁한 커버를 건조한 후 매트에 씌워 사용해 주세요.

에러코드 안내

에러코드가 화면 표시창에 지속적으로 표시될 경우 나비엔 고객 지원 센터 (877-689-1541, US)로 연락해 점검을 받으세요.

에러코드	코드설명	이상내용	조치방법
Er02	물 부족 에러	물이 부족한 경우입니다.	제품 설치 방법 페이지의 물 보충 안내 방법에 따라 물을 보충해 주세요.
Er05	물탱크 공급 온도 센서 에러	공급 온도에 이상이 발생한 경우입니다.	A/S센터로 연락해 주세요.
Er11	수위 감지 에러	정상 수위감지가 아닐 경우입니다.	구매처나 Navien Technical Support로 연락해 주세요.
Er16	물탱크 과열 에러	물탱크의 온도가 과열되었을 경우입니다.	구매처나 Navien Technical Support로 연락해 주세요.
Er17	난방 이상 에러	난방과 관련된 부품에 이상이 생긴 경우입니다.	구매처나 Navien Technical Support로 연락해 주세요.
Er18	환수 온도 센서 에러	환수 온도 센서에 이상이 발생한 경우입니다.	구매처나 Navien Technical Support로 연락해 주세요.
Er28	누수 에러	매트 내부 호스 파손에 의한 누수가 감지되었을 경우입니다.	구매처나 Navien Technical Support로 연락해 주세요.

자가 진단 및 조치 방법 안내

제품에 이상이 있을 경우 다음 사항을 먼저 확인해 주세요. 확인 후에도 이상이 지속되는 경우 나비엔 고객센터(877-689-1541, US)로 연락해 점검을 받으세요.

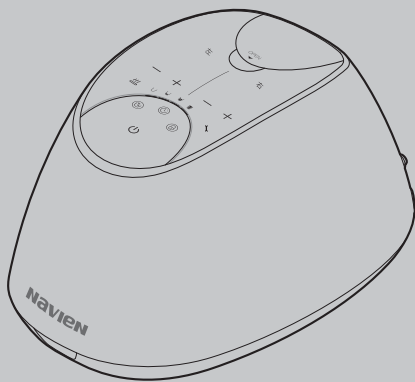
증상	원인	조치방법
보일러가 정상 가동되나 매트가 따뜻하지 않을 때	보일러와 매트 연결 불량	매트의 연결부가 “딸깍” 소리가 날 때까지 연결되었는지 확인해 주세요.
	보일러와 매트 위치로 인한 순환 장애	1) 침대 사용의 경우 매트 연결 호스가 쳐져 U자 형태로 놓여 있는지 확인해 주세요. 2) 원활한 순환을 위해 연결 호스가 펴지도록 호스를 정리해 주세요.
	매트 내 공기압으로 인한 순환 장애	1) 최고 온도로 설정한 다음 2~3회 전원을 리셋해 주세요. 2) 1시간 정도 작동시키면 자연스럽게 공기가 배출되어 원활한 사용이 가능합니다.
	물 부족	물이 적은 경우 원활한 난방이 안될 수 있으므로 물을 충분히 보충해 주세요.
전원이 들어오지 않을 때	콘센트의 접촉 불량	콘센트의 접촉을 확인해 주세요.
	수평유지센서 미작동	보일러가 바닥과 수평하게 놓여있는지 확인해 주세요.
소음 발생	초기 쾌속모드 모터 회전	초기 연결 후 매트에 물을 공급하기 위해 3분간 쾌속모드가 작동되어 모터의 회전소리가 들릴 수 있으나 이후 사용 시에는 소음이 발생하지 않습니다.
リモコン이 작동하지 않을 때	소모 방지 비닐 미제거	배터리 소모 방지를 위한 비닐을 제거해 주세요.
	배터리 노후	새 배터리로 교체해 주세요. (CR2032)

상세 사양 및 규격

구분	EQM301	
모델명	EQM301-SSUS EQM301-QSUS EQM301-KSUS	
정격소비전력	AC 120V, 60Hz, 310W	
물탱크 용량	0.16 gal 600mℓ	
보일러 사이즈	D11.8 x W7.4 x H7.1 (in) D300 x W188 x H180 (mm)	
중량	6.4 lb 2.9 kg	
매트사이즈	슬림 타입 (S)	
	싱글	76.8" x 39.4" (in) 1,950 x 1,000 (mm)
	퀸	76.8" x 57" (in) 1,950 x 1,450 (mm)
	킹	76.8" x 65" (in) 1,950 x 1,650 (mm)
구동방식	모터순환방식 (BLDC 모터 적용)	
제조사/제조국가	(주)경동나비엔 / 한국	
인증	ETL	

※ 매트/커버사이즈는 제품마다 차이가 있을 수 있습니다. (제품 사이즈 ± 20mm)

Navien Mate



型 号

EQM301-SSUS/QSUS/KSUS

为了更好地使用产品，请务必熟读说明书。

请将本说明书放置到容易寻找的地方。

为了改善产品的质量，外形及规格等可能会在没有事先通知的情况下变更。

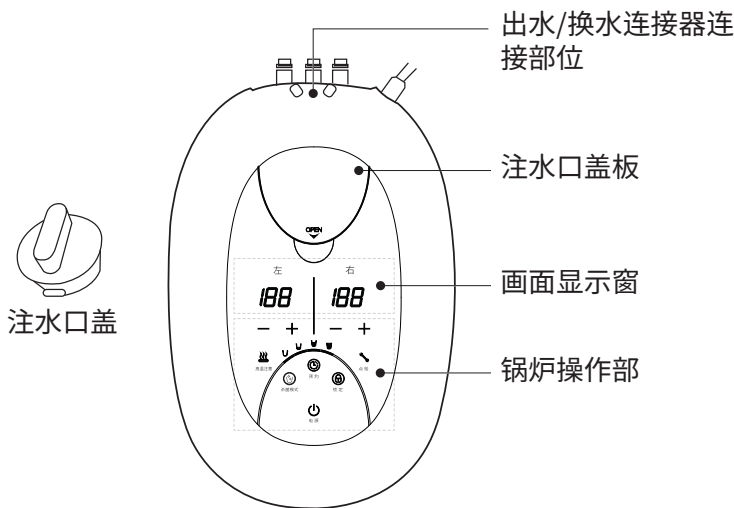
本说明书的图片可能与购买的产品不同

Navien 使用说明书

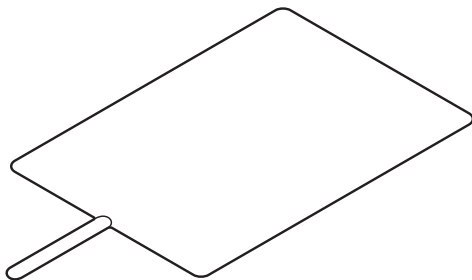
各部分名称	3
产品的安装方法	5
产品使用方法-电源开启/闭合	6
产品使用方法-温度设置	7
产品使用方法-关闭预约设置	8
产品使用方法-儿童锁（锁定功能）设置	9
产品使用方法-杀菌模式设定	10
产品使用方法-语音提示ON/OFF	10
产品的保管方法	11
产品保管方法	13
错误代码	14
详细配置及规格	15
质量保证书	16

各部名称

锅炉

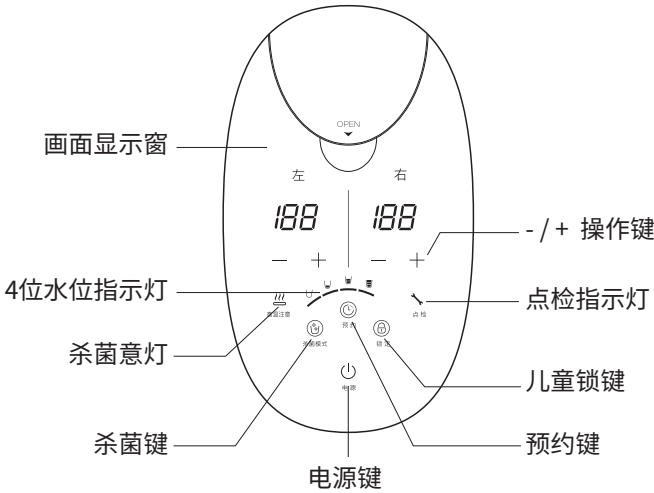


水暖垫



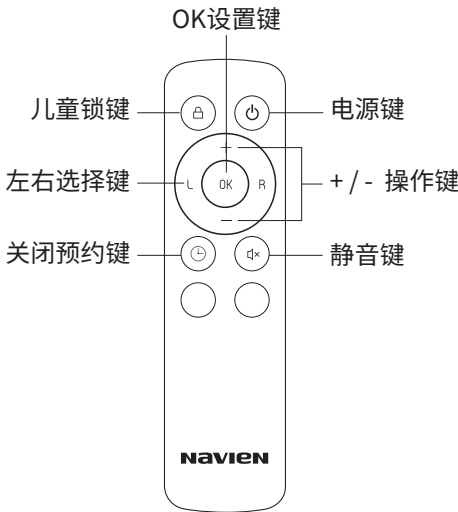
各部名称

画面显示窗/锅炉操作部



遥控器

- ※ 单身型不提供左右分离供暖功能。
- ※ 电池规格为CR2032。



产品的安装方法

超薄型水暖垫厚度小于五毫米，如果在地板上面使用的话，为了防止热损失以及确保舒适感，水暖垫下面应放置厚垫或毛毯。

1. 将床垫罩套上水暖垫。

如果没有床垫罩，在水暖垫上面盖上垫子或毛毯。

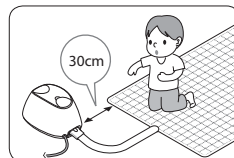
※ 否则，长时间使用时会发生低温烫伤。

2. 选好水暖垫的使用位置。

令水暖垫的水管出口部朝向脚部，锅炉与水暖垫应距离30厘米以上。

※ 锅炉有可能发生微弱电磁波。

※ 尽量调好锅炉与水暖垫高度水平，或者锅炉位置略高更好。



3. 连接锅炉与水暖垫的水管。

摊开水暖垫的水管，令水暖垫上的水管连接器的按动部朝上，推入锅炉后面的出水/换水入口直至发出“咔嚓”声。



4. 将锅炉电源线插入插座后，按电源键。

初次使用时显示Er 02（缺水错误代码），1位水位指示灯闪烁，点检指示灯亮。

5. 开始注水。

① 准备好待注入的水。

（总注水量：双人1.8M款需要约 1,700ml，双人1.5M款需要约 1,550ml，单人款需要约 1,250ml）

② 打开注水口盖，逆时针方向拧开即可。

③ 确认水位指示灯，同时小心注水。

④ 一旦4位水位指示灯亮，则停止注水，稍候片刻。

（水注入水暖垫内部需要时间，请稍候。）

⑤ 如果1位水位指示灯开始再次闪烁，注入水直至4位水位指示灯亮。

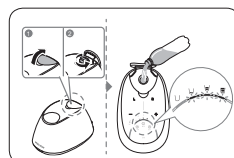
⑥ 注水结束后，顺时针方向拧盖直至发出“咔嚓”声，关闭后盖上盖子即可。

※ 注意如果注水口内部安全网触水，有可能溢满；如有溢水，清除即可。

※ 如果注水量过多，有可能通过盖子上的小气孔发生漏水。

※ 为了持续稳定的供暖，推荐3位以上灌水后使用。（如果水量不充分，有可能发出噪声。）

※ 初次注水有可能发生水补充错误（Er02）。（如果发生错误，试一试缓慢注水）

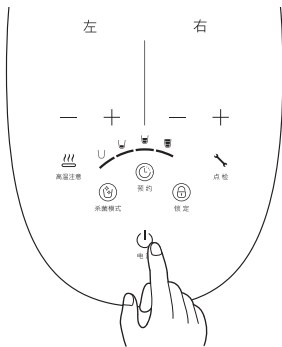


6. 先设置温度后，使用即可。

- 设置方法请参考“产品使用方法”。

锅炉操作部电源开启/闭合

锅炉操作部电源开启/闭合



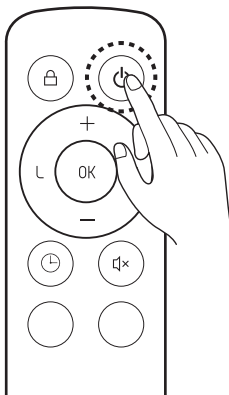
可利用锅炉电源键开启或者关闭电源。

最初电源动作时设置35℃左右，锅炉的画面显示窗显示当前温度。

关闭电源后重新运行时，自动设置为以前的使用温度。

※ 按照周边环境状态显示窗的现在温度与水垫温度会不同。

遥控器方式电源开启/闭合



按遥控器上的 [] 键，即可开启或闭合电源。

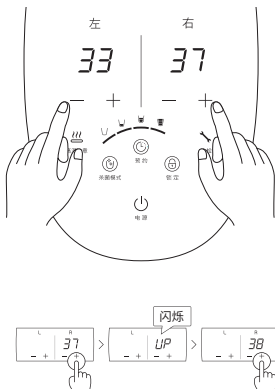
最初运行时温度设置为35℃左右，锅炉画面显示窗显示当前温度。

关闭电源后重新运行时，自动设置为以前的使用温度。

产品使用方法—温度设置

- 供暖温度范围为28~45℃，水暖垫左右侧可分别设置。
- 睡眠及长时间使用时推荐温度为35℃。
- 若要设置38℃以上温度，为了安全适用高温进入模式，高温注意灯亮。

锅炉操作部温度设置



左侧/右侧温度设置

可利用左侧（L）/右侧（R）画面显示窗的-/+键设置水暖垫的左右温度。（1℃单位）供暖温度设置范围为28~45℃。

显示窗显示温度后，过3秒即可完成设置。

若要设置38℃以上高温

- ① 设置37℃后再按一次+键，画面显示窗将显示‘UP’。
- ② 从按键部挪开手，发出报警音同时闪烁‘UP’时，再按+键，即可设置38℃以上高温。

若要停止一侧供暖，25℃环境下再按-键即可，画面显示窗将显示OF，并停止供暖。

遥控器方式温度设置

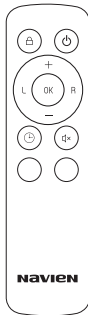
左侧/右侧温度设置

L键可调节左侧温度，R键可调节右侧温度。

可利用+/-键设置温度。（1℃单位）

若要设置38℃以上高温

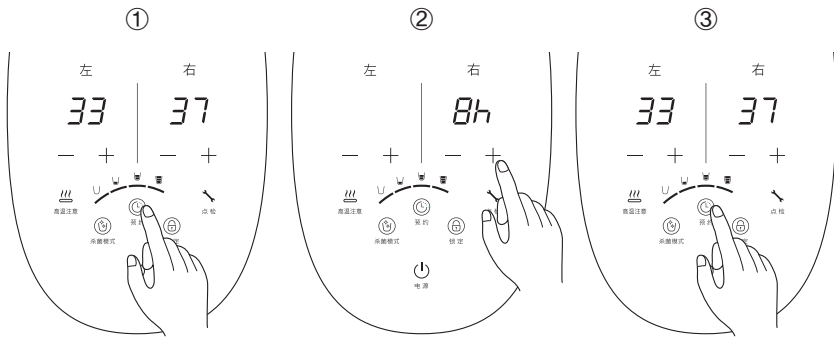
- ① 设置37℃设置后，锅炉画面显示窗将显示‘UP’，发出报警音，等候两秒钟。
- ② 过两秒后再按+键，即可设置38℃以上高温。



产品使用方法-关闭预约设置

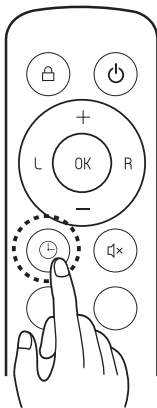
产品的关闭预约时间设定范围为3~12小时，设置时间一到，自动停止供暖。

锅炉操作部关闭预约设置



- ① 如果按预约键，预约模式灯亮，R画面显示窗的时间开始闪烁。
- ② 利用R画面显示窗的-/+键设置预约时间。
- ③ 显示预约时间后，过3秒即可完成时间设置，画面显示窗将转换为温度显示。
- ④ 预约功能使能状态下再按预约键，即可解除预约功能。

遥控器方式关闭预约设置

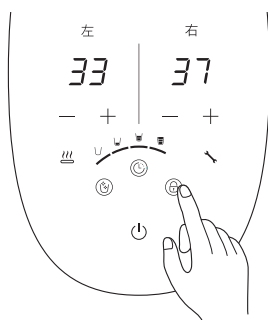



- ① 如果按预约键，预约模式灯亮，R画面显示窗的时间开始闪烁。
- ② 利用遥控器上的+/-键设置预约时间。
- ③ 显示预约时间后，按OK键结束预约设置。
(即使不按OK键，过3秒后将自动完成时间设置。)
- ④ 预约功能使能状态下再按一次预约键，即可解除预约功能。


产品使用方法—儿童锁（锁定功能）设置

为了防止婴幼儿及儿童因误动作引发事故，可设置儿童锁（锁定功能）。

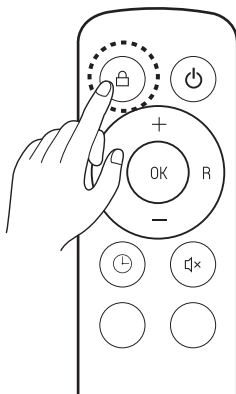
锅炉操作部儿童锁设置




如果在运行状态下按锅炉操作部的〔〕键2秒，锁定灯亮，并激活儿童锁。
儿童锁被激活后，无法操作锅炉操作部的所有键。


儿童锁被激活状态下按〔〕键两秒钟，即可解除儿童锁。

遥控器方式儿童锁设置



如果在运行状态下按遥控器上的〔〕键，锅炉操作部的锁定灯亮，并激活儿童锁。

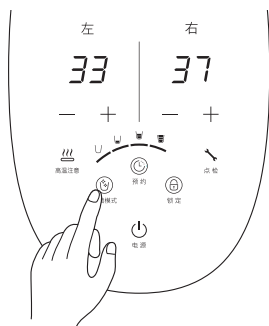
儿童锁被激活后，无法操作遥控器及锅炉操作部的所有键。

儿童锁被激活状态下按遥控器上的〔〕键，即可解除儿童锁。

产品使用方法—杀菌模式设定

可以设定杀菌模式

※ 此功能只能通过小暖宝进行操作。



暖宝启动中，按下 [] 按键2秒后灯亮及进入杀菌模式。

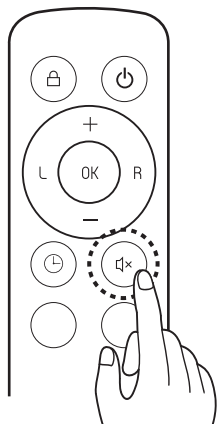
状态显示窗中的剩余时间
杀菌需要进行30分钟，杀菌结束后自动断电

※ 建议一个月使用1次杀菌模式，启动杀菌模式时请不要使用热水垫


产品使用方法—报警音ON/OFF

打开或者关闭报警音。

※ 静音只能通过遥控器操作



如果按遥控器上的 [] 键，锅炉操作部的静音灯亮，并使报警音进入禁能模式。

如果在报警音禁能状态下按 [] 键，可激活报警音。

产品的保管方法

长时间停止使用本产品时，分开保管锅炉与水暖垫。

暖宝保养及保管方法

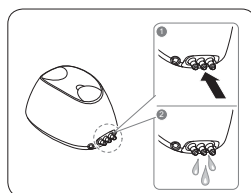
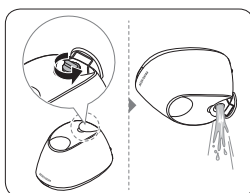
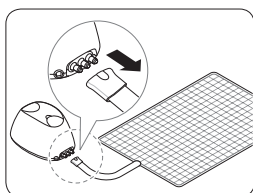
1. 关闭电源，拔除电源线后，分开保管暖宝与水暖床垫。

按锅炉后面出水/换水连接器连接部位的连接器，即可分开水管。

※ 如果锅炉内部的水烫，有可能引起火灾危险，停机，水温充分下降后，分开即可。

2. 去除锅炉内部的水。

- ① 准备好水托。
- ② 打开锅炉的注水口盖板，逆时针方向拧盖，即可打开。
- ③ 抓好盖子，倾斜锅炉后，取出内部水。
- ④ 若要去掉锅炉出水/换水连接器连接部位的残水，按连接器中央的突出部，即可排水。



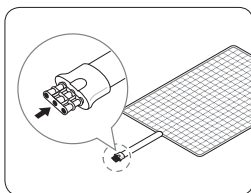
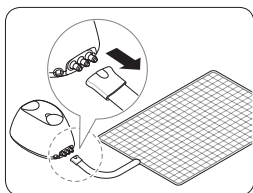
3. 充分干燥锅炉后，在通风良好且没有直射光的场所妥善保管。

产品的保管方法

水暖垫保养方法

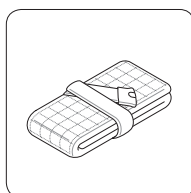
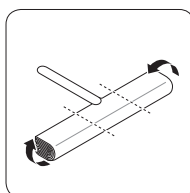
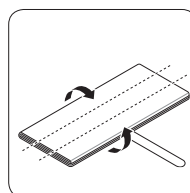
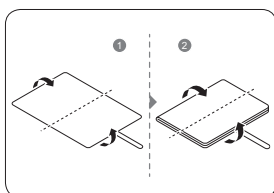
1. 去除水暖垫内部的水。

- ① 准备好水托（约1.5l）。
- ② 抓好水管端部，并连接产品购置时厂家提供的残水去除盒。
- ③ 叠卷水暖垫并去除内部的水。



2. 小心叠好水暖垫。

- ① 等分叠好水暖垫后，再次折叠。
- ② 按图示叠好。
- ③ 缠好水管后进行保管。



产品管理方法

锅炉管理方法

- 若要清扫锅炉外观，将柔布浸入温水，拧干后，轻轻擦拭。
- 请勿利用碱性洗涤剂擦洗画面显示窗及锅炉操作部。
- 请勿利用硫酸、盐酸或有机溶剂（稀释剂、煤油、丙酮等）擦拭锅炉表面。
- 请勿贴上标签等，否则会损坏表面。

水暖垫管理方法

- 若要清扫水暖垫，先取下床垫罩，轻柔擦拭后进行干燥即可。
- 水暖垫不可手洗或者利用洗衣机。

床垫罩管理方法

- 标准提供的床垫罩为100%纯棉。
- 取下床垫罩后，放入洗涤网内。
- 使用棉洗涤功能，脱水强度为‘弱’，水温应设置冷水。
- 使用中性洗涤剂，使用滚筒洗衣机时请勿高温洗涤及高温干燥。
- 床垫罩进行干燥后，套在水暖垫，然后使用即可。

错误代码

画面持续显示错误代码时，请联系庆东纳碧安服务中心 (877-689-1541, US)

错误代码	代码说明	异常内容	措施方法
Er02	缺水错误	缺水。	按照产品的安装方法页的注水方法补充水。
Er05	水箱供应温度传感器错误	供应温度异常。	请联系售后服务中心。
Er11	水位检测错误	未检测到正常水位。	联系销售点或纳碧安技术服务中心。
Er16	水箱过热错误	水箱温度过热。	联系销售点或纳碧安技术服务中心。
Er17	供暖异常错误	供暖零部件发生异常。	联系销售点或纳碧安技术服务中心。
Er18	换水温度传感器错误	换水温度传感器发生异常。	联系销售点或纳碧安技术服务中心。
Er28	漏水错误	地暖垫内部水管破损引起漏水。	联系销售点或纳碧安技术服务中心。

自诊断及措施方法

如果产品发生异常，请确认以下事项。确认后也无法解除异常的话，请联系庆东纳碧安幸福一家呼叫中心（(877-689-1541, US)

症状	原因	措施方法
锅炉正常运行但水暖垫不暖和时	锅炉与水暖垫连接不良。	确认连接部直至水暖垫连接部发出“咔擦”声。
	锅炉与水暖垫位置引起循环障碍	1) 床上使用时，确认水暖垫连接水管是否下垂呈U字形。 2) 整理好水管以确保正常循环。
	水暖垫内部空气压力引起循环障碍	1) 设置最高温度后，对电源进行复位2~3次。 2) 启动后一个小时，很自然的排出空气。
	缺水	如果水量不足，无法保障正常供暖，应确保充分的注水量。
电源未接通	插座接触不良	确认插座接触。
	水平检测传感器停止动作	确认锅炉与地板呈水平。
发出噪声	初期快速模式电机旋转	初次连接后，为了向水暖垫供水则启动三分钟快速模式，用户有可能听到电机动作声音，但开始使用后噪声将自动消失。
遥控器停止动作	未去除防磨损塑料	去除电池防磨损塑料。
	电池老旧	更换新的电池。

详细配置及规格

区分	EQM301	
型号名	EQM301-SSUS EQM301-QSUS EQM301-KSUS	
额定电力	AC 120V, 60Hz, 310W	
水箱容量	600ml	
锅炉大小	D300xW188xH180 (mm)	
重量	2.9kg	
水暖垫大小	苗条型 (S)	
	单人	1 , 950 x 1 , 000 (mm)
	双人	1 , 950 x 1 , 450 (mm)
	双人	1 , 950 x 1 , 650 (mm)
驱动方式	电机循环方式 (适用BLDC电机)	
制造商/制造国	(株) 庆东纳碧安/韩国	
认证	ETL	

※ 水暖垫大小不一。(产品大小±20mm)

Product Warranty

Model Name		Limited Product Warranty
Serial Number		2 years

- The terms stated in the warranty ensures product quality.
 - Warranty coverage starts from the date of purchase. (If the date of purchase cannot be identified, it starts from 6 months after the date of manufacture.)
 - Product warranty registration is required for service.
- Register the Model Name, Serial Number, and Place and Date of Purchase at the following website:
www.comfort-mate.com

Warranty Exclusions

- Improper installation and/or to install in strict compliance with the Installation Manual procedures.
- Product purchased through a supplier or distributor not authorized by Navien.
- Modification or alteration of the Product in any manner, including but not limited to, removal of any component or part, addition of any non-approved components, relocating or moving the Product from its original installation site, or any accidental or intentional damage to the Product.
- Installation for non-recommended uses.
- Any damage caused by local adverse conditions including but not limited to hard water deposits, lime or mineral build-up, operating in corrosive atmospheric elements.
- Damage or problems caused by issues such as electrical surges, flooding, fire, abnormal external temperature, and any other cause of damage not directly caused by a manufacturing defect.
- Installer's failure to fully comply with the Product Service procedures previously provided to the end user as is available from Navien. Such policies include but are not limited to the Installer's failure to first contact Navien Technical Support while in front of the product for purposes of troubleshooting the identified problem or issue.
- Any damage, malfunction or failure caused by abuse, negligence, alteration, accident, fire, flood, freezing, wind, lightning and other acts of God.
- Removal or alteration of the Product information and safety ratings.

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Navigating Energy and Environment

1-877-689-1541

2017.08.11