

WestPoint Home Heated Blankets and Mattress Pads Trouble Shooting Guide

If your electric blanket or mattress pad unit detects a problem with the blanket or controller, it will either lower the system's heat output or shutdown depending on the severity of the problem. Check to make sure the control connector is fully inserted into the blanket connector at the foot of the bed. Note that the control connector is keyed, so it can only be inserted in one way. Make sure the latch mechanism on the connector has engaged.

If your controller begins flashing an error code please make sure the control is fully inserted into the blanket connector, the blanket is not folded or bunched on the bed, and the unit is plugged into a properly functioning 120V AC, HZ outlet. Allow the blanket to cool and then try to reset the unit by unplugging from the AC outlet and plugging back in again.

If you continue to receive an error code after following the trouble shooting steps please do one of the following:

- If you are experiencing error code E-3 please mail the controller **WITHOUT THE BLANKET** to the address below.
- If you are experiencing error code E-0, please mail the controller **WITHOUT THE BLANKET** to the address below.
- If you are experiencing error code E-N (any other number) please send **BOTH THE BLANKET AND THE CONTROLLER** to the address below.

WestPoint Home Inc.
P.O. Box 625 (postal address)
1056 Commerce Avenue (UPS or FedEx)
Chipley, FL 32428
Attention: EP Returns

When sending your blanket or controller to WestPoint Home please include the Electric Products inquiry form. This form can also be downloaded on our website.

A PHOTOCOPY OR ORIGINAL RECEIPT IS REQUIRED WITH ANY RETURN.

We strongly recommend requesting a signature upon delivery when sending your items. WestPoint Home is not responsible for lost packages.

Note: Please allow two weeks after we receive your product to expect a replacement.