



chilisleep

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# INSTRUCTION MANUAL

A user guide for the Dock Pro<sup>®</sup>  
& Chilipad Pro<sup>®</sup> Sleep System

TIRED OF BEING TIRED

## Welcome to optimizing your sleep.

Better nights make better mornings. Wake up refreshed and restored with the Dock Pro Sleep System.

The Dock Pro drops your core body temperature, giving your brain the signal that it's the appropriate and safe time for sleep. Now you can achieve the perfect night's sleep with a personalized sleep environment. The Dock Pro system features the revolutionary Chilipad Pro mattress pad with Hydrolayer Technology™ to adjust your sleep temperature throughout the night to deliver deep sleep, faster recovery, improved performance, increased productivity, better mental clarity, and more. Never wake up hot or tired again.

With industry-leading temperature change speed, you'll rapidly reach your optimal temperature. Married to this technology is evolutionary sleep science. Sleep as nature intended: With your nights colder and darker; and your days warmer and brighter.

**We recomend that you grab a few things before you get started.**



Approximately two liters of distilled water per Dock Pro.



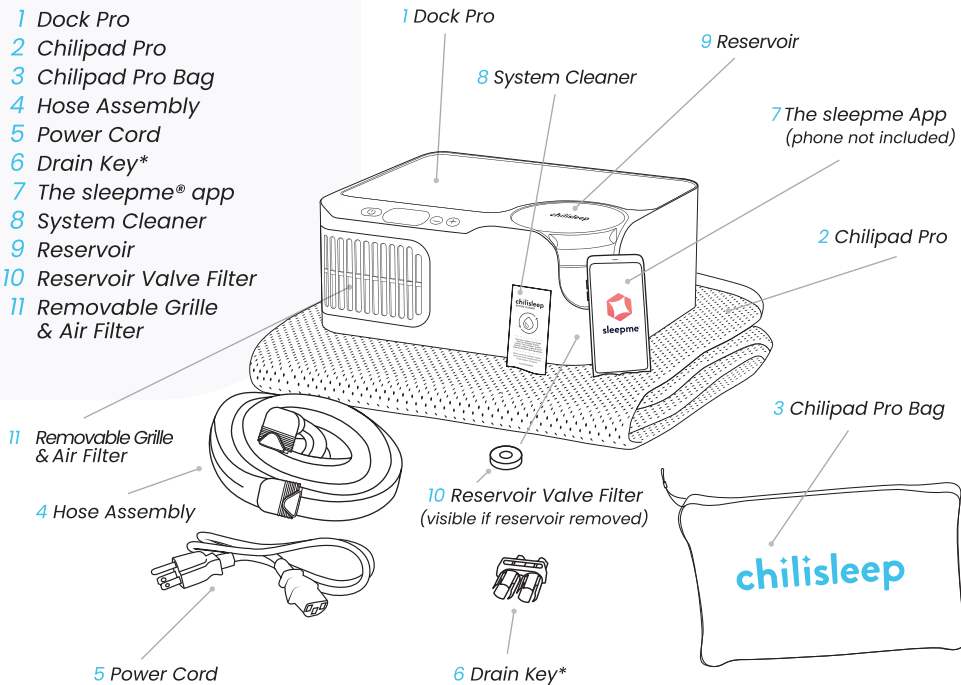
We recommend using a mattress protector.



We recommend using a surge protector.

## WHAT'S IN THE BOX

- 1 Dock Pro
- 2 Chilipad Pro
- 3 Chilipad Pro Bag
- 4 Hose Assembly
- 5 Power Cord
- 6 Drain Key\*
- 7 The sleepme® app
- 8 System Cleaner
- 9 Reservoir
- 10 Reservoir Valve Filter
- 11 Removable Grille & Air Filter



### **Why might the reservoir be wet?**

Prior to shipping, we test the electronics and hydropower as part of our thorough quality assurance process. That means you might see a few drops of residual moisture in your reservoir — a sign that your new Dock Pro has been lovingly inspected. — Sweet dreams!

\*Use your drain key while performing your first monthly maintenance. Attach the key to the strap located on the hose assembly for safe keeping.

## IMPORTANT SAFETY INSTRUCTIONS

When using an electrical furnishing, basic precautions should always be followed, including the following: Read all instructions before using the Dock Pro Sleep System.

 **DANGER**— To reduce the risk of electric shock: Always unplug this bed system from electrical outlet before cleaning.

 **WARNING**— To reduce the risk of burns, fire, electric shock or injury to persons:

Always unplug from outlet before putting on or taking off parts.

- Risk of burns, serious injury or death. Do not use this bed system with an infant, child, disabled person, an invalid, a person with diminished capacity or anyone insensitive to heat, such as a person with poor blood circulation.
  - Risk of burns, serious injury or death. Do not use this heated/cooled bed system with any other heated blanket, comforter, quilt, sheet, mattress pad, mattress, foot warmer, throw, blanket or similar heated or cooled bedding.
  - Use this system only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons. Do not use attachments not recommended by the manufacturer.
  - Let power cord hang free – Do not place between mattress and foundation. Do not allow power cords to be pinched.
  - Turn off or unplug when not in use.
- 
- Do not operate any system with a damaged power cord or plug or after the system malfunctions or if it is not working properly, has been dropped or damaged in any manner, or dropped into water. Discard system or return to authorized service facility for examination and/or repair.

## IMPORTANT SAFETY INSTRUCTIONS *continued...*

- Do not insert or allow foreign objects to enter any ventilation or exhaust opening or any other openings as this may cause an electric shock or fire, or damage the control unit.
- Keep the power cord away from heated surfaces.
- Do not use outdoors.
- Do not run power cord under carpeting. Do not cover power cord with throw rugs, runners, or similar coverings. Do not route power cord under furniture or appliances. Arrange power cord away from traffic areas and where it will not be tripped over.
- To shut down, turn controls to the off position, then remove plug from outlet.
- Connect the system to a properly grounded outlet only. See Grounding Instructions.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- Do not use on soft surfaces where openings may become blocked.
- Never operate the control unit with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- The control unit has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
- Always plug this product directly into the wall outlet/receptacle.
- Never use with an extension cord or a power/outlet strip that can be relocated.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- For loading always put heavier items at the bottom and not near the top in order to help prevent the possibility of the control unit tipping over.
- Risk of Injury to Persons – do not use this control Unit to support video equipment such as televisions or computer monitors. Do not store anything on top of control unit.

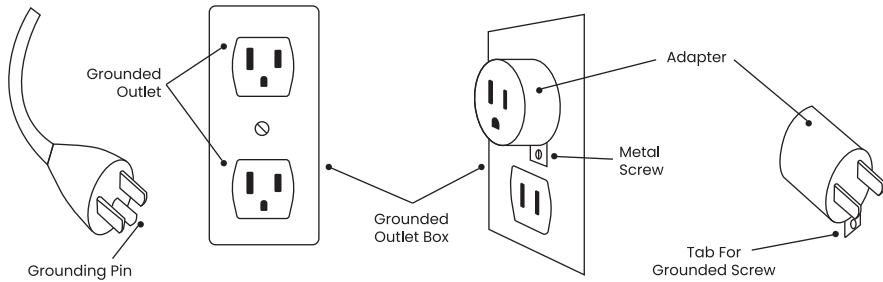


**CAUTION**— Risk of electric shock. Do not open. No user-serviceable parts inside. Household Use Only.

## GROUNDING INSTRUCTIONS

The following product is for use on a nominal 120V circuit and has a grounding plug that looks like the plug in the following illustration. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

### Grounding Methods - North American Power Cord shown



**WARNING**— Risk of Electric Shock—Connect the system to properly grounded outlet only.

SAVE THESE INSTRUCTIONS

## ADDITIONAL PRECAUTIONS

- **Power Loss:** Upon reboot, you may see a small amount of water in the reservoir housing after a power outage.
- **Health/Safety:** Do not use when taking substances that will impact your ability to wake up. Use only under competent supervision.
- **Temperature Safety:** This Sleep System can achieve temperatures that are very cold or very warm to the human skin. If you have health conditions or concerns about the temperatures getting too cold or too hot; use this system responsibly. This product has a programmable scheduling feature. When scheduling temperature changes to occur during sleep, ensure a competent adult is nearby to adjust the target temperature if core body temperatures are unreasonable.
- **Humidity & Condensation:** According to the Environmental Protection Agency, the best indoor relative humidity falls between 30% and 60%. Keeping humidity levels in this range will help reduce mold growth. Check your pad regularly and make adjustments when necessary to avoid condensation. A mattress protector is recommended.
- This is not a medical device.
- Follow all warnings, instructions, safety rules, etc., and use the system responsibly.
- The Sleep System may not function properly if system cleaning, maintenance, and inspection protocols are not followed. Proper care is the responsibility of the user/owner, and any damage resulting from improper care is the user/owner's responsibility. Signs that the system has been neglected include, but are not limited to: pad odor, mold, clogged connectors, and leaks. Refilling the reservoir frequently could indicate a problem with your system due to improper cleaning, maintenance, and inspection. To minimize property damage from leaks, inspect and maintain your sleep system in accordance with this manual's instructions. Sleepme Inc. is not responsible for any injury or damages resulting from a lack of, or improper, system cleaning, maintenance, and inspection.



<< Scan for an installation video

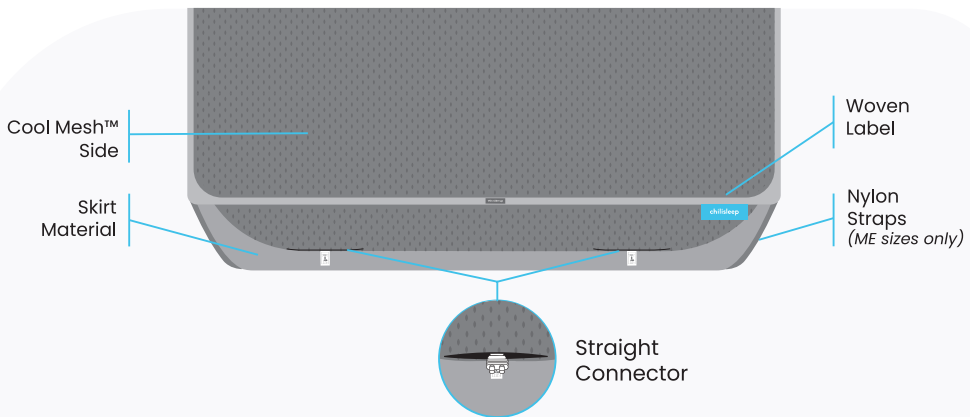
IT'S SIMPLE

## Setup your Dock Pro® Sleep System

### GET FAMILIAR AND PREP FOR INSTALL

Remove all bedding except the mattress protector. The Chilipad Pro will be placed directly on top of your mattress protector<sup>1</sup> and underneath the fitted sheet.

The Dock Pro is commonly placed under or next to your bed or in a nightstand. Depending on how you prefer to orient the pad, the Dock Pro can be placed at the head or foot of the bed<sup>2</sup>.



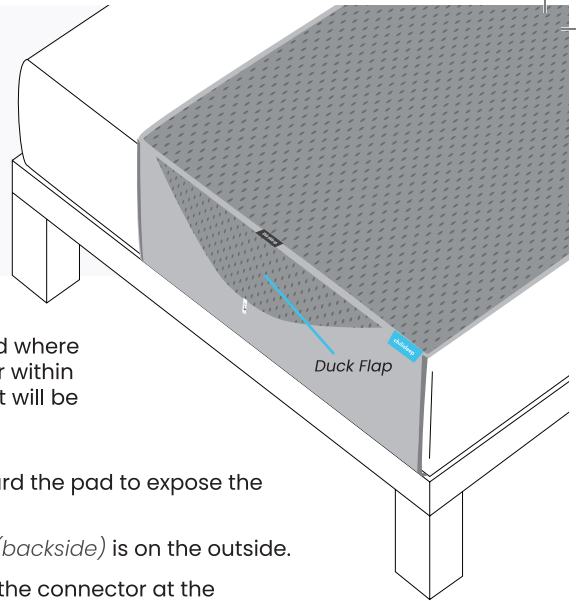
<sup>1</sup> Mattress protector recommended

<sup>2</sup> Ensure the 7-foot hose assembly can fit between your mattress and the head/foot board. The hose assembly requires approximately 1.5in (2.8cm) for access to the pad's connector(s). A distance less than 1.5in (2.8cm) might cause the connector to disengage from the pad.



## Chilipad Pro INSTALLATION | ME

The ME size is side-loaded.



- 1 Orient the ME pad:** Select the side of the bed where the ME will be installed. Locate the connector within the duck flap. Choose if the connection point will be at the head or foot.
  - At each end of the pad, push the skirt toward the pad to expose the nylon straps.
  - Fold the pad lengthwise so the soft fleece (*backside*) is on the outside.
  - Position the pad on the sleeper's side with the connector at the predetermined location (*noted above*), the pad corners set on the side head and foot corners, and the straps hanging off the side of the bed.
- 2 Install the ME pad**
  - Starting at the head of the bed, gather the straps and gently wrap them over the top, continuing with elastics under the mattress until the nylon straps at the foot end are tucked.
  - At the foot of the bed, lift the top layer of the pad and gently pull it toward the other side of the bed. Repeat with corners at the head of the bed.
  - Pull the skirt down to cover the nylon straps at both the head and foot. Ensure the pad lays flat on the mattress. Installation is complete.

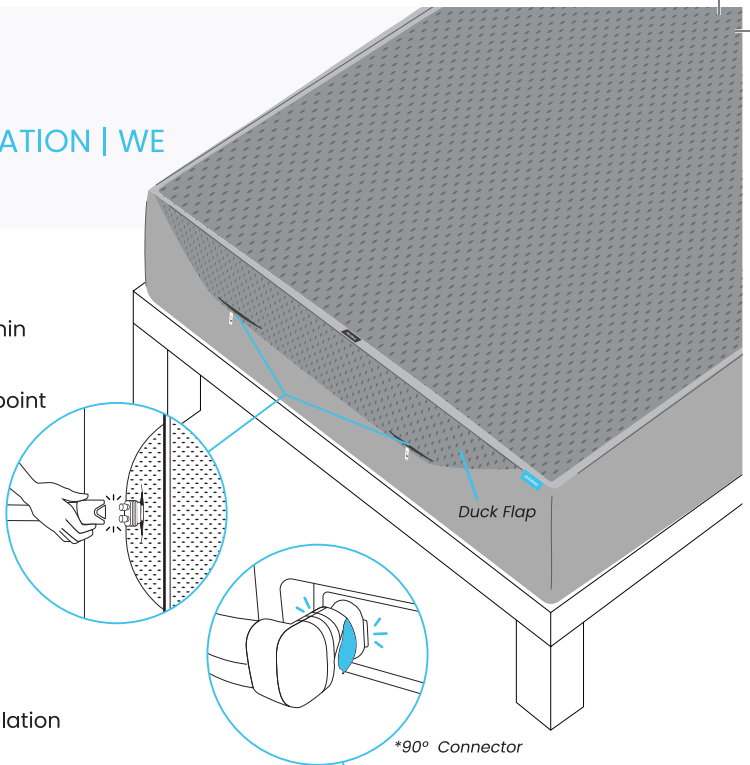
## Chilipad Pro® INSTALLATION | WE

### 1 Orient the new WE pad:

- Locate the connectors within the duck flap.
- Choose if the connection point will be at the head or foot.

### 2 Install the WE pad:

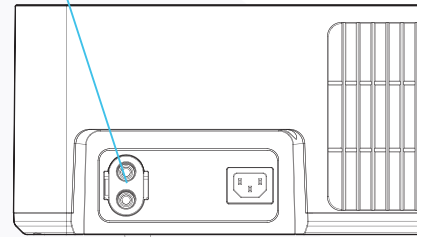
- With the Cool Mesh side up, install the WE pad like a fitted sheet by pulling the skirt under each mattress corner.
- Ensure the pad lays flat on the mattress. Installation is complete.



## Connecting the Pad to the Dock Pro

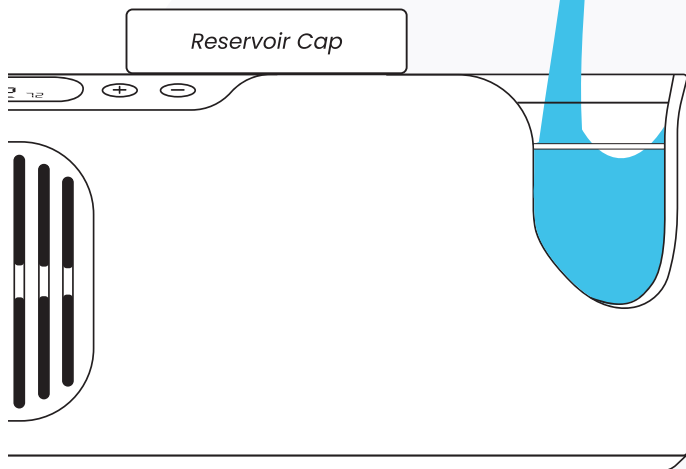
Using the 7-foot hose assembly, attach the 90° connector to the Dock Pro. Then attach the straight connector to the Chilipad Pro.

*Once you hear a "click", it's in position.*



## Dock Pro INSTALLATION

- 1 Plug the power cord into the back of the Dock Pro, then into the outlet. The system will then be in standby power mode.



APPROXIMATELY  
TWO LITERS  
PER DOCK PRO

- 2
  - Remove the reservoir cap. Add the included Chilisleep System Cleaner to the reservoir.
  - Fill the reservoir with distilled water until full.
  - Power on the Dock Pro and continuously fill until the Low Water Indicator disappears. This indicates the control unit and pad are full.
  - Place cap on reservoir when the system is full.

 if water level gets too low the unit will shut off.

 It is normal to refill the reservoir occasionally as water will evaporate over time.



## SLEEPME APP Download & Connect

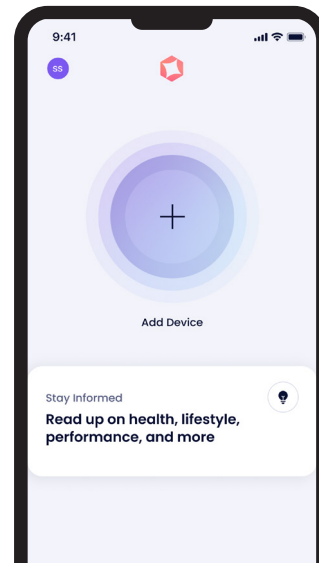
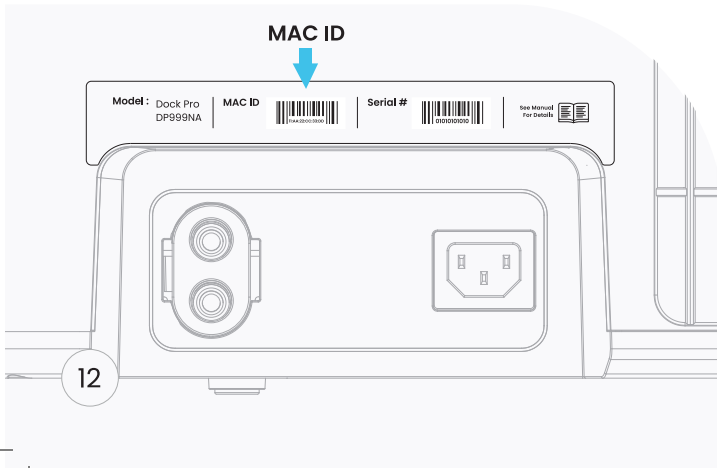
Visit the App Store® or Google Play Store® to download and install the sleepme App. Using the sleepme app, add the Dock Pro to your sleepme account. While pairing your Dock Pro, you may need the last 6 characters of the **MAC ID** which is located on the back of your Dock Pro.

During the pairing process, the Bluetooth symbol on the Dock Pro display will flash, indicating it's ready for pairing. Once paired over Bluetooth, the app will ask for your WiFi network name and password (WiFi icon on Dock Pro will be flashing).

Follow the in-app instructions to complete connecting your Dock Pro to the internet and to your sleepme account<sup>1</sup>. Once connected, the WiFi icon will be illuminated on your Dock Pro display indicating connection to sleepme<sup>2</sup>.

<sup>1</sup> Only 2.4 GHz WiFi networks are supported.

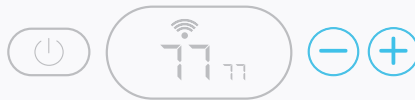
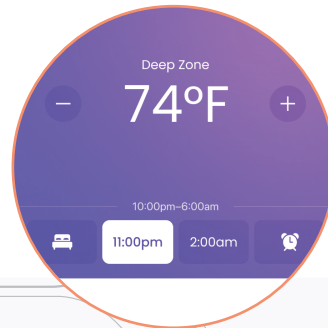
<sup>2</sup> Bluetooth broadcasting inactivates, once the Dock Pro is connected to WiFi or when placed into Airplane Mode (see page 18 for Airplane Mode details).



## SLEEPME APP

# Benefits & Features

- Manually control from anywhere
- Adjust sleep temperature
- Personalized sleep programs
- Access to exclusive sleepme content
- Share Dock Pro controls with anyone
- Toggle between Fahrenheit and Celsius
- Change time zone



Change desired temperatures on the Dock Pro or in the sleepme app. It may take a few days to find your perfect temperature. We recommend starting at 77°F (25°C) and adjusting from there.

## OPTIMIZE YOUR SLEEP SYSTEM

# Helpful Tips & Tricks

### DO Use Mattress Protection



Use a waterproof mattress protector between the Chilipad Pro and your mattress. Condensation occurs naturally when warm and cold temperatures meet, and the protector provides a layer that minimizes the effect condensation has on your mattress. Adjusting your room temperature and target setpoints to narrow the difference between temperatures will also help reduce condensation and create a healthier sleep micro-environment.

### DO Use Distilled Water



Use distilled water in your Control unit. Standard tap water can be used, but it leaves your system more susceptible to sediment build up and a less-efficient sleep system.

### DO Use a Surge Protector



Use a surge protector to protect your investment, as surge protectors help to protect electronic devices against damage from random power spikes.

### DON'T Block Airflow



Do not restrict airflow to your Dock Pro grille. When deciding where to place your Dock Pro, leave enough space around the grille for adequate ventilation. Periodically check the removable grille and wipe clean.

## STAY CLEAN & EFFICIENT

# Maintenance

### Monthly

- Unplug the Dock Pro from outlet and remove power cord. Disconnect the hose assembly. Bring the control unit to a sink, bathtub or shower to drain water.
- Empty the reservoir and wipe clean. Insert drain key into the control unit connector. Tilt the control unit back to allow the water to drain freely. Do not turn the control unit upside down. Place reservoir back into control unit.
- Reconnect the power cord to the control unit and outlet then reconnect the hose assembly to the pad and Dock Pro.
- Add ChiliSleep System Cleaner to the Reservoir and refill with distilled water. The system cleaner will circulate when the control unit is in operation.

Inspect pad, protector and mattress for signs of condensation (dampness, mold, discoloration, etc). **If this should occur, drain, wash and dry pad as instructed on page 16. Adjust the room temperature and System temperature settings to avoid condensation.**

### Quarterly Maintenance

- Remove the reservoir. Locate the reservoir valve socket and remove the circular filter using tweezers. Place a new circular filter in the reservoir valve socket. Replace the reservoir.

### Semi-annual Maintenance

- Follow the Monthly Maintenance instructions above.
- Wash the pad as instructed on page 16. Follow initial set up instructions for filling the control unit and Pad. Reinstall the Pad on the mattress, attach the hose assembly to the pad and then to the control unit.
- Add ChiliSleep System Cleaner to the Water Reservoir and refill with approximately 2 liters of distilled water.

## STAY CLEAN & EFFICIENT

# Maintenance

### WASH THE Chilipad Pro AS NEEDED

Before washing, disconnect the hose assembly from the pad and set aside. Drain pad using drain key. Wash the Chilipad Pro in cold water on gentle/delicate cycle. Tumble dry low. Pad must be completely dry before reinstallation. Do not wash or dry pad when filled with water.

Proper care and maintenance of your sleep system is critical to the performance of your system and to prevent mold and/or mildew. Please monitor appropriately.

*\*Inability to follow pad laundering instructions voids the customer warranty and may cause damage to your washing machine and/or dryer.*



### Monthly Air Filter Maintenance

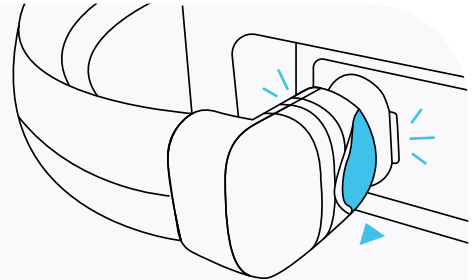
Check the removable grille and wipe clean.



## STORAGE

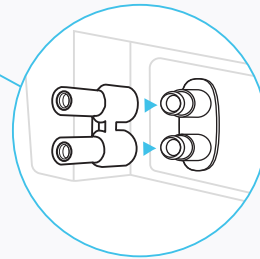
# Storing the Dock Pro Sleep System

Wipe air filter clean  
Monthly. Air dry  
completely before  
reinstalling.



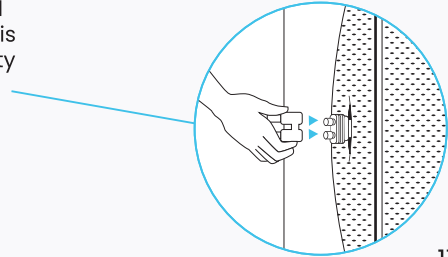
## STORING THE Dock Pro

Unplug the Dock Pro from outlet and remove power cord. Disconnect the hose assembly. Bring the control unit to a sink, bathtub or shower to drain water. Empty the reservoir and wipe clean. Using drain key, empty the residual water from the unit.



## STORING THE Chilipad Pro

Drain the Chilipad Pro by inserting the included drain key into pad's connector and hang the pad to dry. Ensure the connection is lower than the Chilipad Pro itself to let gravity aid in drainage.



When re-installing the system, use the ChiliSleep System Cleaner in the reservoir before filling with distilled water.

## FACTORY RESET

To Factory Reset the Dock Pro, Press Temperature ( + ) button press 3 times, followed by Temperature ( - ) button press 3 times, followed by long pressing the Power Button for 15 seconds. Follow the steps in the sleepme app to reconnect the Dock Pro to WiFi.

## AIRPLANE MODE

To toggle Airplane Mode On and Off, hold down the Power button for 5 seconds.

## TECH SPECS

watts	AC 100~240V
rated frequency	50Hz - 60Hz
temperature control	55°-115°F (13°-46°C)
rated power	235W

### Correct Disposal of this product



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to trolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.

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.

“Please note that changes or modifications of this product is not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.”

Section 15.105 Class B  
(b) Class B

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 not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

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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.



Trade Mark : Dock Pro®  
Model Numbers : DP999NA  
DP999INT

## Need some help? We understand.

Visit [sleep.me](https://sleep.me) for information regarding our limited product warranty, product information, and recipes for better sleep.

**chilissleep**

**sleepme**

**Sleepme Inc.**

[sleep.me](https://sleep.me)

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