

# ConforTeck™ DUO™ with heated inner soles

## Attention: New firmware with modifications for error messages

### Description

- (1) "DOWN" buttons (blue) to set down the power level.
- (2) "UP" buttons (red) to increase power level.
- (3) Digital display. Show the selected power level (display shut off after 10 seconds of last setting) or error messages. The dot indicate if power supply is right
- (4) Output lighted indicators light up only when equipment works normally.
- (5) Controlled outputs of your DUO™. DC 2.5x5.5mm power jack. Will drive any resistive heating equipment up to 55 Watts at 13.8 Volts DC.
- (6) ConforTeck™ neck strap to wear your DUO™ at neck.
- (7) DC 2.5x5.5mm plug powering your DUO™. Plug it into any DC jack at 12 Volts DC to use your DUO™.
- (8) "Y" shaped wire to get the power from the DUO™ to the insoles.

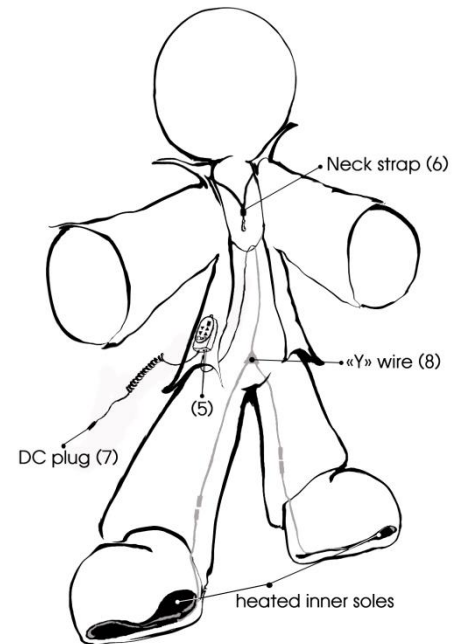


**Warning : Risk of burns if this product is not used as indicated by manufacturer. On a regular basis, check the part of the body that is exposed to heat to avoid getting burn without realizing it. Anyone with blood pressure problems, suffering from diabetes or paralysis must ask a physician before using this equipment. Anyone experiencing difficulties perceiving heat on skin or unable to express themselves properly SHOULD NEVER use this product. If in doubt, consult your physician.**

### User manual

**CONFORTECK™ IS TO BE USED EXCLUSIVELY IN THE OUTDOORS UNDER WINTER CONDITIONS.**

1. Please read these instructions carefully before starting operation.
2. No installation needed. Simply put the insoles in your boots, directly under your socks. Just route the "Y" shaped wire (8) inside your snow pant and plug the two insoles to it. Now plug the other end of the "Y" shaped wire (8) into one of output of your DUO™ (5). The wires are to be worn inside the snowsuit and the DUO™ is to be worn inside or outside as you wish. Connect the DC power plug (7) of your DUO™ into a DC 2.5x5.5mm jack at 12 Volts DC or in a ConforTeck™ Energie™ (CTKE12V), a "C" type batteries pack (B8C) or any 12 Volts DC power source. You can also plug it in an accessory jack (cigar lighter) using the needed adapter (adapter not included). The dot in the lower right corner of the display will goes steady red when controller is correctly powered. Flashing dot mean power is under 10 volts.
3. You can, if you wish, plug heating equipment (gloves, vest, trousers, etc) into the other output of your DUO™.
4. To use your DUO™, just press the up or down buttons to set the needed power between "0" and "F" (F for full = 10) for each output. Use the higher levels to rapidly rise up the temperature and after, set it to a lower level to get comfortable. At level zero, your DUO™ will not generate any heat. To set it off, simply unplug the DUO™.
5. When you will plug it back online, your DUO™ will restart a last selected level.
6. Your DUO™ will tell you if a problem is detected. If your DUO™ show an "O", the equipment plugged to one of the output of the DUO™ need to much power (more than 95 Watts at 13.8 Volts DC) or a short-circuit have been detected away from the DUO™, on this same output (the pictogram will blink). In this case, the output is deactivated and you need to press a button to reactivate the output. If equipment plugged in an output works normally, the indicator of this output will be steady red. If the indicator is intermittent, the equipment works intermittently too and if the indicator is off, the equipment is not working at all.



### Device care

- Occasionally verify that connections are clean a free from ice, humidity and oxidation.
- Important: Antioxidant grease must be applied on the jacks.
- Do not use any aggressive product to clean the DUO™. Simply use a humid towel.

### Technical specifications

- > **Electrical**
  - Operating voltage : 8 to 16 Volts DC.
  - Short-circuit protection : Detection and deactivation of the output.
  - Auto save : Your ConforTeck™ is provided with a memory system which records the last selected levels 10 seconds after last setting.
  - Each output can control up to 55 Watts of power at 13.8 Volts DC (4 amp).
- > **Mechanical**
  - Height 0.984" (25mm)
  - Width 2.047" (52mm)
  - Length 4.331" (110mm)
  - Weight 0.2 lb (128g)
- > **Environmental**
  - Operating temperature : -40°C to +70°C
  - Relative humidity : 0 to 95% without condensation



Thank you for purchasing one of our ConforTeck™ products. **Please read instructions carefully before starting operation.**

**TO VALIDATE AND OBTAIN THIS LIMITED WARRANTY, PLEASE RETURN THE WARRANTY CARD ATTACHED DULY COMPLETED WITHIN 15 DAYS FROM THE DATE OF PURCHASE. IF NOT, THE MANUFACTURER MAY REFUSE TO HONOR THIS LIMITED WARRANTY.**

## Limited Warranty

Excluding heated glove liners that are subject to a **limited warranty of 90 days** from the date of purchase, your ConforTeck™ is covered by a **limited warranty of 1 year** from the date of purchase, subject to the provisions and exclusions set forth below, which covers all defects in materials or workmanship of ConforTeck™ products during the warranty period. This limited warranty is provided by ÉQUIPEMENTS CONFORTECK INC.

### Claims Procedure

In the event of a product defect, you must obtain a return merchandise authorization (RMA) number from our **customer service** either by email : [info2@conforteck.com](mailto:info2@conforteck.com) or by phone : **1877.977.3266**. Please have ready the serial number of the product. You must give a detailed description of the problem. Once your **personalized RMA number** obtained, please send us back the product clearly identified with this RMA number at the address mentioned below with the **original purchase invoice within 10 days** after the issuance of the RMA number by our customer service. If the product is not properly identified as provided herein, it will be returned to the sender without any inspection or repair. **TRANSPORT COSTS ARE NOT COVERED BY THIS WARRANTY** and are at the sole expense of the purchaser/user.

### Exclusions

This warranty does not cover damages or failures resulting from **accident, neglect, misuse, improper installation, storage or use**, damages **caused by water** or resulting from a **lack of maintenance or improper maintenance**, or **use other than that for which the product was designed**.

This warranty does not cover any product whose **serial number or protective seal** has been **removed or damaged**, or a **product which has been modified** by the user. This warranty does not cover **scratches, tears, or discoloration** of the product, as well as **damage or loss resulting from or occurred during the transportation** of the product.

**In either of the above mentioned situations, the warranty will become void.** ÉQUIPEMENTS CONFORTECK INC. reserves its right to inspect a product before fulfilling all or part of its obligations pursuant to this warranty.

This warranty **does not cover transportation costs**, which are at all times at the expense of the recipient of this warranty. To be covered by this warranty, the product must be transported in accordance with the claim procedure described herein.

This warranty is limited to the repair of the product, its replacement or refund of its purchase price, at the option of ÉQUIPEMENTS CONFORTECK INC. Any repair or replacement made under this warranty is itself guaranteed for the remaining term of the original warranty.

ÉQUIPEMENTS CONFORTECK INC. does not guarantee the spare parts availability or any repair services beyond the warranty period granted herein.

This warranty is EXCLUSIVE and is the only warranty provided in connection with the sale and use of ConforTeck™ products. ÉQUIPEMENTS CONFORTECK INC. EXPRESSLY EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, CONTRACTUAL OR STATUTORY, INCLUDING WITHOUT LIMITATIONS ANY WARRANTY OF QUALITY OR FIT FOR A PARTICULAR PURPOSE, EXCEPT WHERE SUCH WARRANTIES CAN NOT BE EXCLUDED AS A RESULT OF THE LAW.

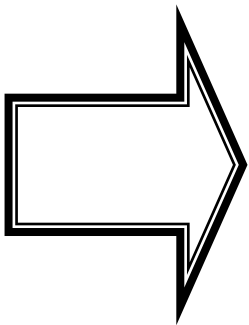
### Other conditions and denial of responsibility

The responsibility of ÉQUIPEMENTS CONFORTECK INC. is limited to this warranty and can not in any case be more onerous than the selling price of the product. No information, advice or representation (oral or written) of ÉQUIPEMENTS CONFORTECK INC., its authorized service centers, dealers, agents or employees can modify this warranty or create a different one. In the event of any failure of the product, ÉQUIPEMENTS CONFORTECK INC. has no other obligations and the customer has no other recourse than those specified in this warranty.

Even in case of notice by the buyer/user of the possibility of damage, neither of ÉQUIPEMENTS CONFORTECK INC. nor anyone else involved in the development, production or distribution of ConforTeck™ products shall be liable for direct or indirect damage or injury, nor for exemplary or punitive damages. Some Provinces do not allow the exclusion or limitation of such damages and this exclusion may not apply to your particular case.

This limited warranty gives you specific legal rights. You may also have other rights which vary from Province to Province.

**The safe use of ConforTeck™ products is on your sole responsibility. Please see instructions for more details.**



#### **CAUTION!**

**ConforTeck™ products do not replace appropriate clothing.**

***This product can cause burns if not used according to manufacturer's instructions. On a regular basis, check the part of the body that is exposed to the heat to avoid burns.***

#### **CAUTION!**

***This product is not intended for young children. People with blood circulation problems or with diabetes, people who suffer of paralysis or who have any difficulties about perceiving the heat on their skin or unable to speak normally SHOULD NEVER use this product before consulting healthcare professionals.***

### Satisfaction Guaranteed

ÉQUIPEMENTS CONFORTECK INC. is committed to providing you top quality products. Our success is based on the total satisfaction of our customers. This is why ConforTeck™ products are covered by a satisfaction guarantee of 10 days from the date of purchase. If for any reason you are not satisfied with your purchase, contact us within 10 days to obtain a RMA number and return the product duly identified in mint condition, in its original packaging. Upon receipt, we will refund you the purchase price of the product, including taxes, less 20 % of handling and restocking fees. **Transportation costs shall be borne by the customer and are non-refundable. Any product shipped without RMA number will be returned to the sender at his own expense.** Different outlets and dealers are free to manage this guarantee of satisfaction at their own discretion.

**Want more information about this warranty or about the utilisation of our products? Feel free to contact our customer service!**

**Please use the following address for your returns and make sure to use a prepaid and reliable courier (FedEx, Purolator, Canada Post, UPS or other) :**

**ÉQUIPEMENTS CONFORTECK INC.  
2075, Sigouin Street, Drummondville (Québec) J2C 6P8**