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INSTRUCTION MANUAL  
**CHILL PILL DLX**

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**IMPORTANT**

Please read and understand this manual before attempting to use this pillow. Follow all instructions, guidelines and safety warnings. If you have questions about assembly, operation, servicing or repair, please call Zempire<sup>®</sup> at +1 206 420 0391 or +64 7 848 1610.

## CLEANING PROCESS – Outer Cover

Regular cleaning is essential to maintain the quality and durability of your pillow and prevent degradation from substances like food or oils.

- To clean, remove the cover from the pillow and wash on a gentle cycle.
- Be sure that the cover is completely dry before refitting to the pillow.
- Do not bleach. Do not tumble dry. Do not iron. Do not dry clean. Do not use harsh cleaning chemicals.



## CLEANING PROCESS – Internal Memory Foam

1. Start by removing the cover from the pillow.
2. **Hand wash only**  
Hand washing is gentler and helps prevent damage to the delicate foam structure.
  - 2.1 Prepare the water  
Fill a large basin or bathtub with lukewarm water. Avoid hot water, as it may damage the foam.
  - 2.2 Add detergent  
Add a small amount of gentle detergent to the water and stir until fully dissolved. Steer clear of harsh chemicals, as they can degrade the foam and potentially cause skin irritations.
  - 2.3 Submerge the pillow  
Place the memory foam pillow in the water and gently press down to ensure it is thoroughly saturated. Since memory foam absorbs water quickly, do not twist or wring the pillow, as this can permanently damage its structure.
3. **Rinse the pillow**  
After washing, drain the water from the basin or tub. Rinse the pillow under lukewarm water to remove all detergent. Continue rinsing until the water runs clear. Gently squeeze the pillow to remove excess water but avoid pressing too hard to prevent damaging the foam's cells.
4. **Dry the pillow**  
Lay the pillow on a clean, dry towel. Roll the towel with the pillow inside to absorb excess moisture. Unroll the towel and let the pillow air dry completely in a well-ventilated area. It may take a few days to dry fully; do not use a dryer or direct sunlight, as these can cause the pillow to shrink or become distorted.

Make sure the pillow is completely dry before you store it for long periods (a damp pillow may grow mould on its outer surface).

## PACK AWAY

Simply roll up your memory foam travel pillow and tuck into the inbuilt travel pocket, secure in place with attached toggle and loop.



## STORAGE

We recommend storing your pillow unrolled in a dry place out of direct sunlight, away from chemicals and moisture. Storage for a prolonged time in a damp space may cause mildew damage, which our Zempire® warranty does not cover. Never store the pillow wet.

## ⚠ WARNING

- Avoid exposing the pillow to Deet-based insect repellents, sunscreen, or chlorine to prevent damage to the fabric.
- Keep the pillow out of reach of pets. Dogs may be tempted to chew on the pillow, while cats may use the pillow to sharpen their claws etc.
- Always transport the pillow in the recommended pack away form to help prevent damage.
- Avoid prolonged exposure of the pillow to direct sunlight, as ultraviolet rays can gradually deteriorate the coated fabric.
- Do not use your pillow on rocky or sharp surfaces.
- Do not expose the pillow to flames or sparks.
- Do not use as a flotation device.
- Children must be supervised when using the pillow.

## 2 Year Limited Warranty

**Please take time to read about the protection we offer you.**

All our products come with a guarantee designed to protect you as our valued customer. Zempire® Camping Equipment will repair or replace this product, at their discretion, should it fail due to faulty materials or manufacture for a period of 2 years from the date of purchase.

The Guarantee is subject to the following conditions:

1. The Guarantee only applies to an original purchaser who purchased this product in an unopened condition from an approved retail outlet.
2. The Guarantee does not apply if the product has been used for anything other than reasonable personal use. Commercial use (e.g. rental) or continuous use are expressly excluded.
3. Damage due to normal wear and tear, accident, acts of God, negligence (other than by Zempire® Camping Equipment), failure by the purchaser to ensure instructions for setting up and care are observed, deterioration due to abnormal exposure to ultraviolet light, damage from wind, insects, animals or mold/mildew, or any other cause reasonably beyond the control of Zempire® Camping Equipment are not covered.
4. If redress is sought under the terms of this Guarantee, then the product must be returned by the purchaser to the outlet from where it was purchased within the Guarantee period, in a clean, dry state and with proof of purchase.
5. All transport costs and any other indirect costs are excluded from the Guarantee.
6. Zempire® Camping Equipment reserves the right to make a reasonable charge for repairs which it determines are not within the scope of the Guarantee.
7. The Guarantee does not limit, modify or exclude any rights under any law if doing so would contravene that law or make any part of this Guarantee invalid. However, Zempire® Camping Equipment:
  - a) excludes (to the extent permitted by applicable law) all conditions and warranties that might otherwise be implied; and
  - b) limits its liability for breach of any such condition or Guarantee that it cannot exclude together with its liability under the Guarantee, to repairing or replacing the Goods or paying the cost of having the Goods repaired or replaced (at Zempire® Camping Equipment's option).

### Australia Only

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### USA Only

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

### Europe Only

The consumer has legal rights under applicable national legislation governing the sale of consumer goods and those rights are not affected by the guarantee.

All warranty claim processes are explained on our Zempire® website [/warranty](#) and follow the instructions to lodge a warranty claim.

### Sales Offices:

**New Zealand & Australia**  
Zempire® Camping Equipment  
6 Karewa Place, Pukete,  
Hamilton, 3200, New Zealand  
Ph: +64 7 848 1610

**USA & Canada**  
Zempire® USA INC.  
22525 SE 64th Place, Suite 200  
Issaquah, WA, 98027  
Ph: +1 206 420 0391

**Designed and tested in New Zealand. Made with care in China.**

## i DISPOSAL



Recycle all packaging material.

Do not discard into normal household garbage or landfill.  
Please contact local recycling facilities to recycle.



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