

**vivon**<sup>TM</sup>  
live on, laugh on, dream on.  
THE MASSAGE MATTRESS<sup>TM</sup>

[www.vivon.com](http://www.vivon.com)

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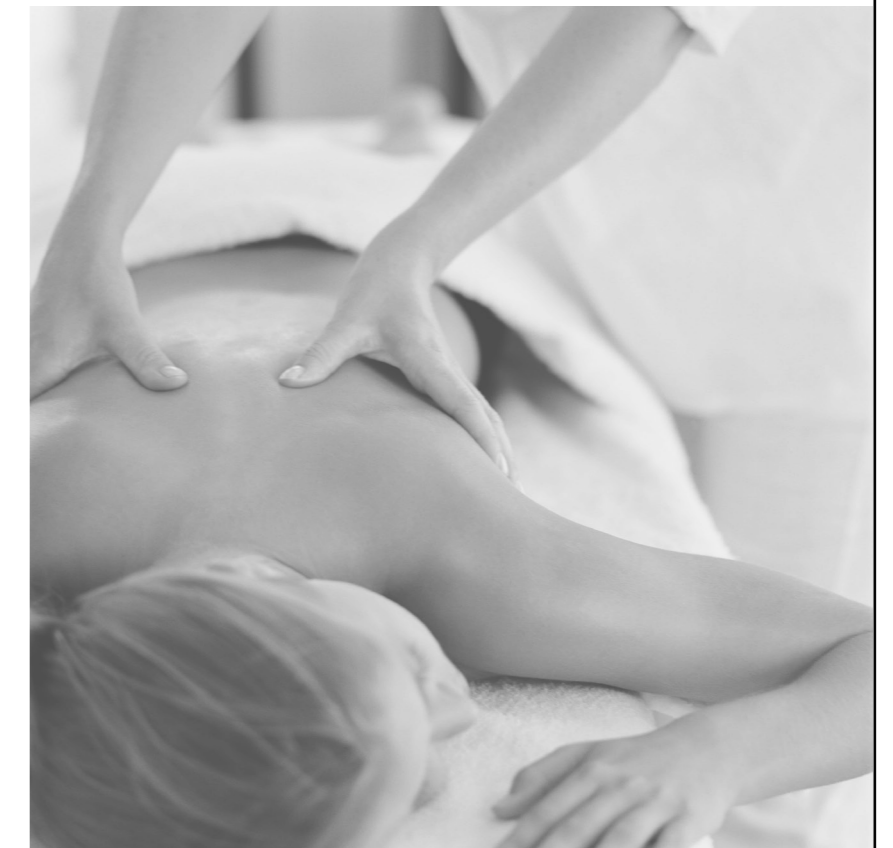
Multiple Patents Pending

**vivon** prestige<sup>TM</sup>

POWERED BY Brookstone<sup>®</sup> MASSAGE

**OWNER'S MANUAL**

**vivon** prestige<sup>TM</sup>I  
**vivon** prestige<sup>TM</sup>II  
**vivon** prestige<sup>TM</sup>III  
THE MASSAGE MATTRESS<sup>TM</sup>



**By Vivon Life**

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## IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following: Read all instructions before using (this appliance).

**DANGER** – To reduce the risk of electric shock:

- 1) Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

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

- 1) An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- 2) Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- 3) Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- 4) Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- 5) Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
- 6) Do not carry this appliance by supply cord or use cord as a handle.
- 7) Keep the cord away from heated surfaces.
- 8) Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- 9) Never drop or insert any object into any opening.
- 10) Do not use outdoors.
- 11) Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- 12) To disconnect, turn all controls to the off position, then remove plug from outlet.

**SAVE THESE INSTRUCTIONS**

Thank you for bringing our VivoN Prestige™ Powered by Brookstone® Massage mattress into your home. We hope you'll enjoy the advanced technology and comfort that this product provides for many nights to come.

This Owner's Manual will help you get the most out of your new product. Please review the entire document before using and retain this in a safe place for future reference, if needed.

We highly recommend you register your new product on our website: [www.vivon.com](http://www.vivon.com). Doing so will allow us to keep you informed about product news and will make customer service easier.

Thanks, again for allowing VivoN to be such an important part of your life.



### CAUTION:

Before starting, please make sure your new mattress is set up properly according to this Owner's Manual. The electrical cord that operates the massage system comes in two separate parts: a) the cord that plugs in to the electrical outlet and b) the cord that plugs into each of the Massage Control Units. Connect these two electrical cords together before plugging into a grounded outlet.

Then, insert the batteries provided with your product into the back of the Remote Control. Battery power is working properly when the buttons light up when being pressed. If the buttons do not light up, please insert fresh batteries.

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## Important Precautions

### ■ READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT

**Your VivoN Prestige mattress is a sophisticated, technologically advanced product. This product will give you many years of service when maintained properly and used within the specific parameters for which it was designed. Please follow these tips to ensure long life of your product and to maintain your warranty.**

#### ■ Prevention of Electrical Shorts and Potential Electrical Shock:

- FOR OPTIMUM PRESTIGE MATTRESS OPERATION, USE A GROUNDED, ELECTRICAL SURGE PROTECTION DEVICE (NOT INCLUDED). FAILURE TO USE A SURGE PROTECTION DEVICE COULD COMPROMISE SAFETY OR CAUSE PRODUCT MALFUNCTION.
- Do not use this product outdoors.
- Do not use this product if the mattress becomes wet; un-plug and air-dry the mattress before re-using the electrical functions.
- Use this product only with a fully grounded AC socket.
- Never use this product if the electrical cord has been frayed, chewed or otherwise compromised.
- When you first use this product, make sure that all electrical connections are tight and secure. Repeat inspection of these connections periodically. We suggest such inspection be carried out every three months or after each time the mattress is moved.

#### ■ Weight Limitations:

- The total body weight limitation for a single half of the mattress is 350 pounds, when body weight is distributed across the entire surface of the mattress.
- Do not apply total body weight of more than 200 pounds in one particular part of the mattress, such as standing or jumping on the mattress as this may cause damage to any of the massage modules deep within the mattress and may nullify your warranty.

#### ■ Safe Handheld Remote Control Usage:

- The Remote Control should not be used by children without adult supervision. Please refer to the proper use of the Hand Control in the Owner's Manual.
- Do not use the wireless remote control near flammable liquids or explosives.

#### ■ Specification:

- Transformer Voltage: Input: 120V, 60Hz Output: 24VDC  
Massager Voltage: 24VDC



## Important Precautions

#### ■ Automatic Shut-Off of Massage Feature:

- By design, the massage function will automatically shut down after 15-minutes of continuous use. This allows the user to fall asleep during massage and not have to wake up to turn the unit off. It also serves as a safety precaution.
- Do not use the massage function for longer than 15-minutes of continuous use. Continuous use beyond 15 minutes will cause the motors to overheat and could cause a fire.
- For periods of extended massage use, please allow the massage motors to rest for at least 15 minutes before the next massage function. Failure to do so may cause the massage motors to malfunction and may nullify your warranty.

#### ■ Other Important Precautions:

- Always use this mattress on a flat, dry surface that can fully support the weight of the mattress and the users.
- We recommend commercially-made bed furniture or other smooth, flat surfaces that completely support the entire mattress. VivoN offers the VivoN Riser™ foundation as an optimal solution (sold separately). VivoN shall not be held liable for damage to the support structure for the mattress, other furniture, box springs, etc.
- This VivoN product is intended for consumer use only. Institutional use will void the warranty.
- Any repair or replacement of Prestige parts must be performed by authorized personnel.

#### ■ DISCLAIMER:

In addition to these precautions listed above, the manufacturer hereby disclaims any responsibility or liability for, and shall have no liability or obligation to the end user with respect to any abuse, improper use, accidents, or modifications to the VivoN Prestige mattress, for any failures of the end user to follow the operating or maintenance procedures outlined herein, for any improper placement or installation of the VivoN mattress on any surface other than a commercially made mattress foundation. The manufacturer further disclaims any responsibility or liability for any defects in the manufacturing, design, or workmanship of the mattress if the end user does not follow the operating or maintenance procedures outlined herein.

### Size Specifications By Model

#### VivoN Prestige Mattress

Models	Item Dimension	
	Length	Width
VBP-T	74.5 inch	38.0 inch
VBP-TXL	79.5 inch	38.0 inch
VBP-F	74.5 inch	53.0 inch
VBP-Q	79.5 inch	60.0 inch
VBP-K	79.5 inch	76.0 inch
VBP-CK	83.5 inch	72.0 inch

Transformer Voltage: Input: 120V, 60Hz / Output: 24VDC  
Massager Voltage: 24VDC

## Unpacking and Setting Up



As you unpack the contents of the single shipping box, please layout all the components in a clear space to be sure you have received all the contents. If you did not receive all the contents listed below, please call Customer Service before proceeding: 1-877-361-7263.

### Contents

- **One Rolled Mattress** (compressed inside a plastic sleeve with 8 removable foam blocks)
- **Three** (VBP-T;VBP-TXL;VBP-F) /**Six** (VBP-Q;VBP-K;VBP-CK) **Massage Motors** (each with labels to indicate where they should be inserted in to the mattress; each with power cord pre-attached). Each comes with a large Tape-Square used in Step 4.
- **One** (VBP-T;VBP-TXL;VBP-F) /**Two** (VBP-Q;VBP-K;VBP-CK) **Massage Controllers** (small black boxes with power cord pre-attached) Each comes with a large Tape-Square used in Step 4.
- **One** (VBP-T;VBP-TXL;VBP-F) /**Two** (VBP-Q;VBP-K;VBP-CK) **Wireless Handheld Remote Control devices** (one for each side of the mattress)
- **One Zip-Up Mattress Cover**
- **One** (VBP-T;VBP-TXL;VBP-F) /**Two** (VBP-Q;VBP-K;VBP-CK) **AC electrical cord** (to connect both Massage Controllers into a single cord that plugs in to the power source)
- **Owner's Manual** (in plastic sleeve)

## Unpacking and Setting Up

### Setting Up - Step 1



Step 1



Step 2



Step 3



Step 4



Step 5



Step 6

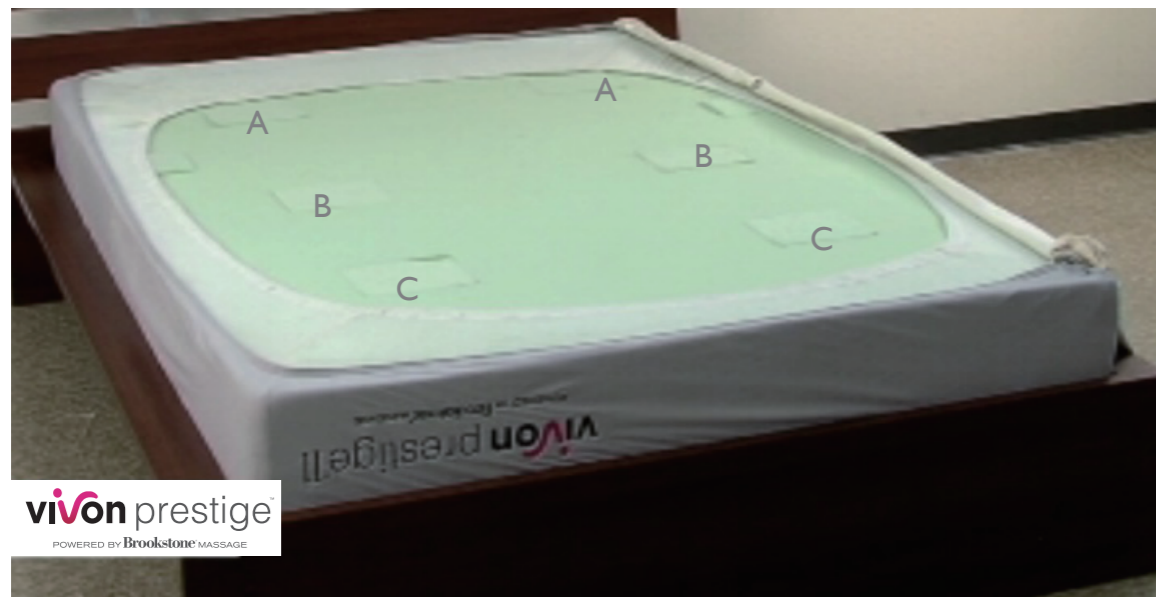
### Step 1 - Creating A Space For Your New Mattress

- Prepare the place for your new mattress, such as a platform bed, box spring or Viven Riser™.
- Make sure the surface where your mattress will lay is clean, flat, provides support for the entire mattress and is close to a grounded wall outlet.
- Shown above is the Viven Riser foundation. You may use any commercially available foundation that provides sufficient support for the mattress.
- Have the Rolled Mattress and the Mattress Cover nearby for Step 2.

(NOTE: The mattress must be supported properly and not sag anywhere.)



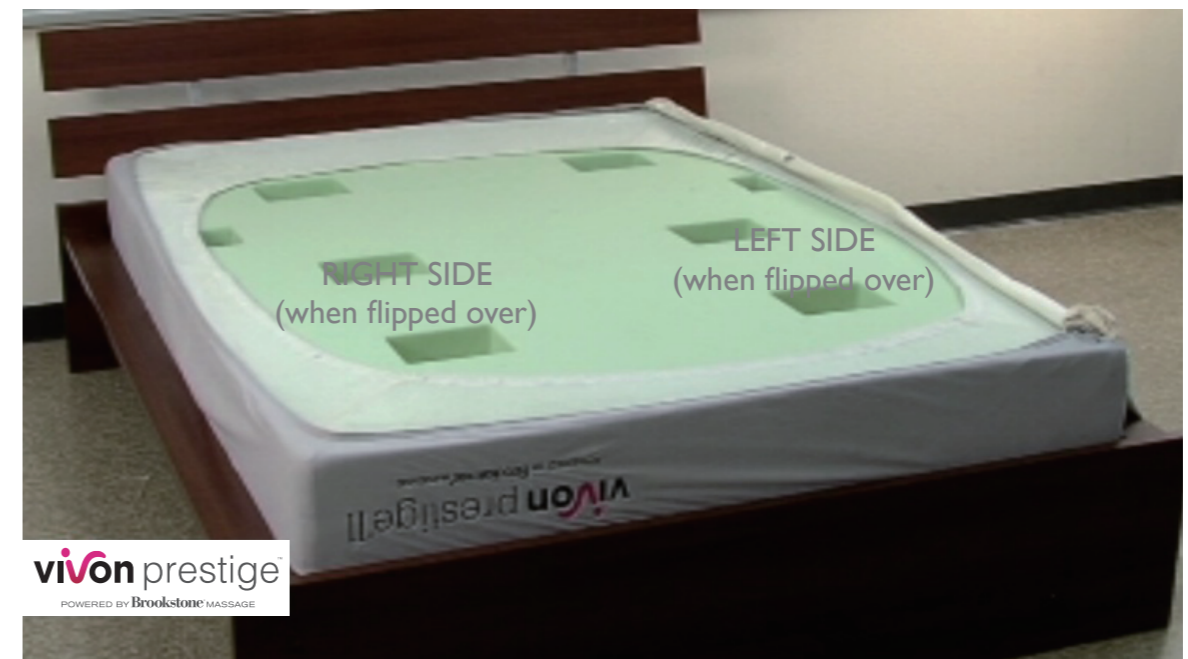
Setting Up - Step 2



**Step 2 - Preparing Your Mattress For Massage Modules**

- First - Open up the Mattress Cover and lay it flat on the platform, UPSIDE DOWN (as shown in the picture above).
- Next - Place the Rolled Mattress while still covered in the plastic sleeve on top of the Mattress Cover and carefully cut away the surrounding plastic cover. Instantly, the compressed mattress will regain its original shape. (Note: it may take a full 48 hours for the mattress to reach 100% of its original shape. However, it is ready to sleep on within 1 hour.)
- **IMPORTANT:** The mattress must be UPSIDE DOWN at this point of the set-up process. You can tell if the mattress is upside down by seeing the the cut-away blocks as shown above. If you do not see these blocks, please flip the mattress.
- **ALSO IMPORTANT:** The head of the mattress (where your head lays) should have the letter "A". The foot of the mattress (where your feet lay) should have the letter "C".

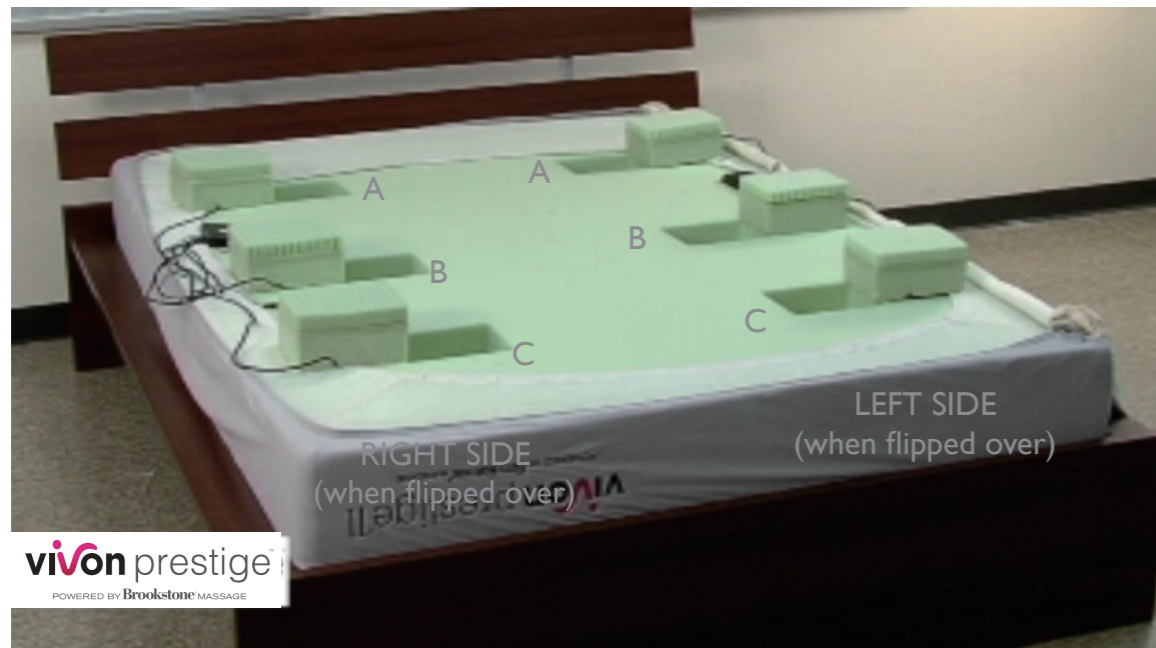
Setting Up - Step 3



**Step 3 - Removing The Pre-Cut Foam Blocks**

- Remove the SIX large foam blocks as shown above. These large spaces are where the six Massage Modules will be placed. **IMPORTANT:** The Massage Modules must be placed in the corresponding "A", "B", "C" with the LEFT SIDE and RIGHT SIDE orientation.
- Remove the TWO smaller blocks as shown above. These are for the LEFT and RIGHT side Massage Controllers that operate the wireless handheld remote control devices.
- Discard these pre-cut foam blocks. May we suggest you offer these to your local recycling center; many are now collecting foam for secondary use.

Setting Up - Step 4



**Step 4 - Inserting the Six Massage Modules and Two Controls**

- Unwrap the SIX large Massage Modules and line them up as shown above. IMPORTANT: The Massage Modules must be placed in the corresponding "A", "B", "C" with the LEFT SIDE and RIGHT SIDE orientation.
- Connect the three LEFT SIDE Massage Modules to the LEFT SIDE Massage Controller Unit.
- Repeat the same process for the RIGHT SIDE.
- Then, insert all SIX Massage Modules and TWO Massage Controller Units.
- Be sure to place the large Tape Squares over each of the eight inserts. This keeps all of the inserts in place when you flip the mattress over (Step 6).

Setting Up - Step 5



**Step 5 - Finishing The Underside Of The Mattress**

- Just before zipping up the mattress cover, insert the power cord coming from the LEFT Massage Controller through the grommet hole as shown above.
- Zip up the Mattress Cover just enough to get the RIGHT Massage Controller power cord through the other grommet hole as shown above.
- Now you are ready to flip over your mattress.

Unpacking and Setting Up

Setting Up - Step 6



**vivon prestige**  
POWERED BY Brookstone® MASSAGE

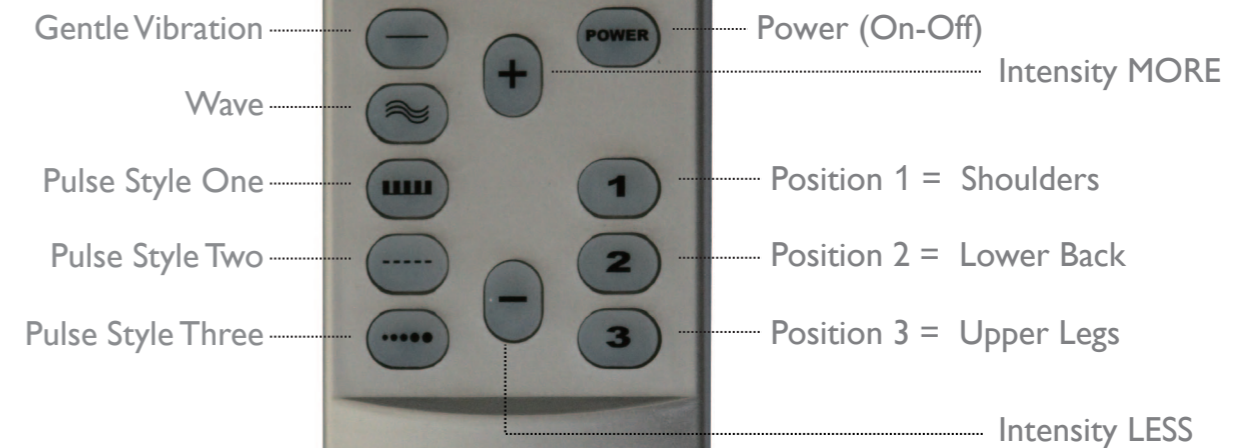
**Step 6 - Connecting Your Mattress To Power And First Use**

- Now that your mattress is turned right-side up, connect the two Massage Controller power cords from the bottom of the mattress to the AC Power Cord. Make sure that the connection is secure for both cords. We suggest that this cord go under the mattress so that it is out of sight. **WARNING:** Make sure the power cords are not pinched or otherwise restricted.
- Connect the AC Power Cord to a Surge-Protected power source.
- Now you're ready to start using your new mattress. Using the Remote Control unit, Press the POWER button to turn on the massage function. Test the unit by pressing "1", "2" and "3" (indicating body area for massaging) and then select one of the five different massage modalities.
- Repeat the test for the other side of the mattress.
- Everything is working correctly when you have both sides of the mattress providing massage.
- In the event massage is not working on both sides, please recheck the connections in Step 4.

Handheld Remote Control Operation

This is a wireless remote control so you have more flexibility and range of motion. For models that come with two remote control units, each must be paired to one side of the mattress or the other.

**MESSAGE STYLES**



**IMPORTANT FIRST STEP BEFORE USING!**

You must "pair" or "sync" each remote control to the Massage Controllers for both sides of the Queen or king size mattress (two separate remote control units are provided). To pair-up a remote control to the LEFT side of the mattress, press the "+" Button down continuously for 3-5 seconds while pointing the remote control at that side of the mattress until a sound is made. Then immediately press the button (Pulse Style Three) for 1-2 seconds.

Repeat same steps for the remote control that will be used for the RIGHT side of the mattress.



**Handheld Remote Control Operation**



**STEP ONE: POWERING ON/OFF**

Press the POWER button. The unit will power on and run the same program that was last used. Press again to turn off the massage. Note: The massage function shuts off automatically after 15-minutes of use.

**STEP TWO: SELECT BODY POSITION FOR MASSAGE**

You can enjoy massage that is focused on just one part of your body or multiple parts. Press “1” for massage in your shoulder area. Press “2” for massage in your back area. Press “3” for massage in your legs. You can press any combination for massage in more than one area; pressing all three provides massage nearly a full-body massage. To cancel an area, simply press the button one more time.

**STEP THREE: SELECTING THE MASSAGE STYLE**

This mattress comes with five different massage modalities to choose from. You can only operate one modality at a time. The first style is a Gentle Vibration. The second style is Wave, which creates a rolling massage sensation. The next three create different Shiatsu-style pulse sensations. Pulse Style One has a thump and gallop sensation. Pulse Style Two has a more constant pulse. Pulse Style Three has a more intense pulse that comes to a crescendo. Experiment and find the one that makes you feel best.

**STEP FOUR: SELECT MESSAGE INTENSITY**

Using the “+” (plus sign) and the “-” (minus sign) buttons controls the intensity level of your massage. Pressing the “+” button continuously increases intensity to the maximum level. Pressing the “-” button reduces the intensity to the lowest level.

**Handheld Remote Control Operation**

**Note**

- The handheld remote control requires three (3) AAA size batteries. The remote control is functional when the buttons light up when pressed. If the light is dim or does not illuminate at all, then it is time to change the batteries.
- The wireless signal from the remote control can be used up to 5-feet away from the mattress. The strongest signal occurs when you are on the mattress; you do not need to point the remote control towards the mattress.

**Warning**

- Do not attempt to use the massage function longer than 15-minutes of continuous operation. It is designed to automatically power-off after 15-minutes or if the motor gets overheated, whichever comes first. This safety feature is built-in to the massage module itself. If you would like a longer massage, please let the massage motor rest for at least 15-minutes before resuming massage.
- If you don't use your new mattress regularly to provide massage, then we suggest you unplug the mattress from its power source until your next massage.

**Tip**

- Massage preference is a very personal issue. And, it can change day to day based on how you feel. We encourage you to try all five massage modalities at different parts of your body and at different intensity levels. You may find one particular setting is your favorite or a variety of settings work best for you depending on the day you just had. Take note on the next page and keep this handy as a reference guide to your favorite massage.



## Take Notes - Your Favorite Massage

**ME**  
THE DAY I HAD: \_\_\_\_\_

MESSAGE POSITIONS: "1" (Shoulders)  
(circle all that you used) "2" (Back)  
"3" (Legs)

MESSAGE MODALITY: Gentle Vibration  
(circle the one that Wave  
worked best for you) Pulse Style 1  
Pulse Style 2  
Pulse Style 3

MESSAGE INTENSITY: Most  
(using the "+" +++++  
and "-" settings Mid-way  
Circle the setting used) - - - -  
Least

**MY PARTNER**  
THE DAY THEY HAD: \_\_\_\_\_

MESSAGE POSITIONS: "1" (Shoulders)  
(circle all that you used) "2" (Back)  
"3" (Legs)

MESSAGE MODALITY: Gentle Vibration  
(circle the one that Wave  
worked best for you) Pulse Style 1  
Pulse Style 2  
Pulse Style 3

MESSAGE INTENSITY: Most  
(using the "+" +++++  
and "-" settings Mid-way  
Circle the setting used) - - - -  
Least



## Trouble Shooting

In the event that your Vivon Prestige mattress fails to operate, check the symptoms and find possible solutions provided in the chart below.

Symptom	Solution
Hand remote control does not operate the massage function.	<p>First - Make sure the mattress is connected to a grounded power source.</p> <p>Second - Make sure you press the POWER button first to turn on the remote control.</p> <p>Third - Check to see if the batteries are still charged - when you press any button, the buttons should light up if there is battery power. If the battery power level is low, please replace batteries.</p> <p>Fourth - If none of the above solve the problem, please double check to see that all power cord connections inside the mattress are secure. This will require turning the mattress upside down and unzipping the cover.</p>
When I use the remote control, the "other side" of the mattress starts to vibrate.	Each remote device controls a different side of the mattress. Please switch the remote control device that you are using.
When I select the different areas for massage (Shoulders, Back, Legs), only one seems to work.	This may be caused by the incorrect Massage Module being in the wrong compartments underneath the mattress. Please re-do Step 4 in the set up process to make sure A-B-C modules are correctly placed.



## Trouble Shooting

Symptom	Solution
I would like to enjoy a “full body” massage but can’t seem to get my mattress to provide that.	<p>The “full body” massage effect means all three motors are operating simultaneously on your side of the mattress. While laying on the mattress, press “1” to start your shoulder massage. (If it is already on, by pressing it one time, that area will turn off. Press it again to turn it back on.) Then press “2” to start the lower back area massage. Then press “3” to get the leg area started. You should be able to feel each area turn on time you press the button.</p> <p>Now, with all three areas “on”, please select the massage modality you desire.</p> <p>Then increase or decrease the intensity level using the “+” (plus) or “-” (minus) buttons.</p>
My side of the mattress vibrates when my partner is using massage on their side of the mattress.	Unfortunately, there will be at least some vibration transference from one side to the other during massage.
The massage intensity is too strong for me.	Simply use the remote control and press the “-” (minus sign) repeatedly to lower the intensity of the massage.
I don’t want the massage to automatically turn off after 15-minutes.	The massage will automatically turn-off after 15-minutes of continuous operation. This allows you to fall asleep and not have to wake up to turn the massage off. It is also a safety precaution. Unfortunately, you cannot program the massage to automatically turn off sooner than 15-minutes.



## Frequently Asked Questions

Question	Answer
I think I can feel the Massage Modules through the mattress, as if there were a lump in the mattress.	<p>The special nature of our BioSense™ memory foam prohibits you ever feeling the Massage Modules deep inside the mattress unless you apply all of your weight on to one part of the mattress (e.g., stand on one leg with full weight bearing down). That’s an unusual situation and we discourage you from trying that!</p> <p>Instead, double check a mattress topper or feather bed or any other top-of-bed product that you may have on top of the mattress. A lot of times, these materials move around and all you need to do to eliminate a lump is just straightening out these items.</p>
We got the mattress wet. What should we do?	There is little chance that moisture will make its way through the mattress to the Massage Modules, but just in case, and to keep your mattress as fresh as it can be, please air-dry the mattress until all moisture has dissipated.
How often should I flip my mattress?	Your new Vivon Prestige mattress never needs flipping. In fact, there is only one side to sleep on, per the Set Up instructions.
When I use the massage feature, my bed makes a lot of noise.	Actually, the massage feature in the Prestige is incredibly quiet. Any loud noises are probably coming from the foundation that you are using. We have found that a platform foundation made of many loose wooden slats tends to pick up the massage vibrations and rattle. Try securing these slats to the frame so they don’t move.
What if I lose one of the remote controls?	Each remote control is paired to either the LEFT or RIGHT side of the mattress. If you lose one, let us know and we can send out a new one right away. Order on line or call our 877 number.



## Warranty for 1-2-20 Years

### VIVON PRESTIGE WARRANTY

Vivon Life, LLC provides this warranty to the original purchaser and is non-transferable. Please retain this warranty statement for the life of your product (up to 20-years). If a warranty claim is necessary, Vivon will require a proof of purchase receipt that indicates the date of purchase, which signifies the start of the warranty period. We highly recommend that you register your new Vivon product by sending in the Product Registration Card or by registering your product at [www.vivon.com](http://www.vivon.com). Registering your product online will provide you with a confirmation email as proof of registering your product. Your warranty does not require that you to register your product. However, you will need to maintain your original purchase receipt to validate the start date of this warranty.

Vivon Life guarantees that we will, at our option, replace or repair the original purchaser's Vivon product due to manufacturing defects, subject to the limitations described in this warranty. To file a warranty claim, please contact Vivon directly by phone or email. We will determine which stage of warranty coverage is available and provide you with a detailed plan to fulfill your warranty as noted below.

#### Vivon Life - First Year Coverage

Your Vivon mattress is warranted against manufacturing or material defects for a period of one (1) year from the warranty start date. Vivon covers materials and labor costs during the first year. Electronic components, including the remote control, massage motors are included. Once notice has been made during the first year of coverage, Vivon will send replacement parts at no cost to the purchaser for any defective part. Vivon will pay all authorized labor and transportation costs associated with the repair or replacement that we have determined to be defective. The purchaser must return defective parts or materials to Vivon or its authorized representative for inspection within 15 days of receiving replacement parts; not doing so voids this entire warranty.

#### Vivon Life – Second Year Coverage

During the second year of ownership from the warranty start date, Vivon will cover the cost to replace parts or defective materials but labor to remove damaged parts and/or to install new parts plus transportation of replacement parts will be the responsibility of the purchaser. Electronic components, including the remote control, massage motors are included. The purchaser must return defective parts or materials at their own expense to Vivon or its authorized representative for inspection within 15 days of receiving replacement parts; not doing so voids this entire warranty. To maintain this warranty, labor used to remove or install new materials or parts must be done by an authorized service representative; not doing so voids the remainder of this warranty.

#### Vivon Life – Coverage From Year Three Through Twenty

Upon notice during the period beginning with the third year of ownership through the twentieth year, Vivon will repair or replace at its sole discretion any materials determined to be defective due to faulty workmanship or manufacturing flaws. Electronic components, including the remote control, massage motors are excluded. The purchaser must return defective parts or materials at their own expense to Vivon or its authorized representative for inspection within 15 days of receiving replacement parts; not doing so voids this entire warranty. To maintain this warranty, labor used to remove or install new materials or parts must be done by an authorized service representative; not doing so voids the remainder of this warranty.



## Warranty for 1-2-20 Years

### Additional Terms and Conditions

This warranty does not apply; (a) to any damage caused by the purchaser; (b) if there has been any repair or replacement of Prestige mattress parts by an unauthorized person; (c) if the Prestige mattress has been mishandled (whether in transit or by other means), subjected to physical or electrical abuse or misuse, or otherwise operated in any manner inconsistent with the operation and maintenance procedures outlined in the Owners Manual and this warranty; (d) if there has been any modification of the Prestige mattress; (e) to costs for unnecessary service calls, including costs for in-home service calls solely for the purpose of educating the consumer about the Prestige mattress or finding an unsatisfactory power connection; (f) if the recommended weight restriction is not followed (refer to the advisory section of this manual), the warranty will be void.

Repairs to or replacement of a Prestige mattress or its components under the terms of this limited warranty will apply to the original warranty period and will not serve to extend such period. The decision to repair or to replace defective parts under this warranty shall be made by Vivon Life, LLC at its option and in its sole discretion. Repair or replacement shall be the sole remedy of the purchaser. There shall be no liability on the part of Vivon Life, LLC for any special, indirect, incidental, or consequential damages or for any other damage, claim, or loss not expressly covered by the terms of this warranty. This limited warranty does not include reimbursement for inconvenience, removal, installation, setup time, loss of use, shipping, or any other costs or expenses.

This warranty is valid only for the original purchaser of the product. An original purchaser is one who purchases the product directly from Vivon Life, LLC or an authorized Reseller of Vivon Life, LLC. If you are not the original purchaser of this product, you take it "as is" and "with all faults." If you did not purchase this Vivon product directly from Vivon Life, LLC we will require proof of purchase from you demonstrating that you are the original purchaser and eligible to make a valid claim under this warranty. This warranty begins on the "warranty start date" which is the date of purchase for new unused units, and the date of manufacture for units that have been used as floor or display models. Thus, on a floor model unit, the warranty is a portion of the limited 20-year warranty. If original proof of purchase is not provided by purchaser, Vivon Life reserves the right to determine if the unit is not covered by this warranty or to use the manufacturing date as the warranty commencement date.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to every purchaser. This warranty gives the purchaser specific legal rights, and the purchaser may also have other rights, which may vary from state to state. This warranty is valid in all 50 states, Puerto Rico, and Canada.

#### Warranty Contact Information Vivon Life , LLC

By email anytime of day: [warranty@vivon.com](mailto:warranty@vivon.com)  
By phone during business hours: 1-877-361-7263





## Notes

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

However, there is no guarantee that interference will not occur in a particular installation. 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.



## Notes