

# VENUSTAS<sup>®</sup>

# HEATED APPAREL

## USER MANUAL



Venustas 🔍



venustas.official 🔍

✉ service@venustasofficial.com

☎ +1 888 836 6460

www.venustasofficial.com

12-MONTH LIMITED WARREANTY

VENUSTAS

# Our Story

As technology completely changed the way people are living in, people care more for their own wellbeing, especially during freezing winter. Founded in 2018, Venustas is a young and lively brand, specializing in cold weather gear. Our product ranges from heated jacket, heated vest, heated hoodie to heated gloves for women and men. We are committed to helping people adventure in winter at comfort with the advanced heating technology.

## Product-Orientated

Venustas has been attaching great importance to the wearing experience. We truly understand how vital it is to control every procedure, from product design, wearable heating technology development, material selection, sewing, quality control, safety check, packaging and delivery, etc. We adopt graphene as heating elements to generate heat, CE-certified battery powered heating system of safe voltage which enables quick heating as well.

## Customer-Centered

We strive to make Venustas a trust-worthy brand. Customers' feedback is what we have been highly valuing as well. When you have any problem with our product, you can always find prompt customer service. Meanwhile, Venustas offer 30-day return and exchange for replacement and 1-year limited warranty to get rid of your worries.

As a saying in *The Secret Life of Walter Mitty* goes, "To see the world, things dangerous to come to, to see behind walls, draw closer, to find each other, and to feel." Venustas, a young yet fast-growing heated clothing brand, sets up its mission - to help you see, feel and explore the beauty of the world at ease, even in cold winter. Just adventure the winter, enjoy the warmth!

# Activate Your Warranty

Register at [www.venustasofficial.com](http://www.venustasofficial.com) for:

- 1-year limited warranty for free
- Exclusive offers, deals and more
- Tips to make the most of your heated experience

How to Register at [www.venustasofficial.com](http://www.venustasofficial.com)

- Click "ACCOUNT" at the top right corner
- Register your account with Amazon order number (eg.111-1111111-111111)

If you have any problems or you are not 100% satisfied with the product, please feel free to contact us. We will try our best to offer you a satisfactory solution.



**WE'RE HERE TO HELP!**



**service@venustasofficial.com**



**+1 213-282-6669** (7\*24H, 365 Days)



**+1 888-836-6460** (10am to 5pm EST, Monday to Friday)

Scan the QR code to join our Facebook group/ins for direct and prompt customer service.

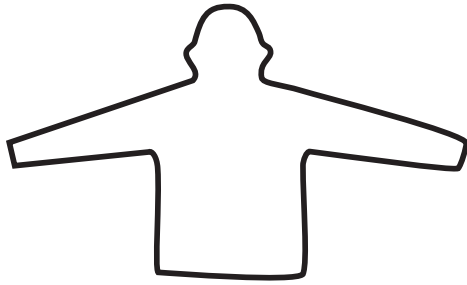


Facebook



Instagram

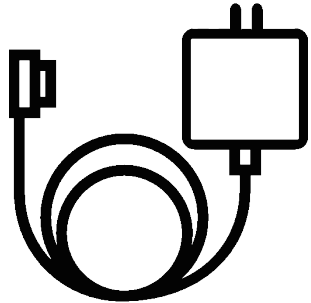
# Package List



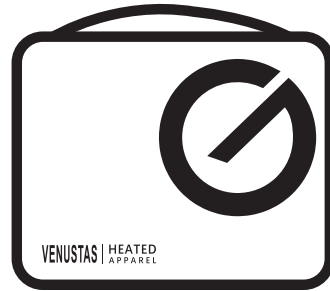
HEATED APPAREL ×1



BATTERY ×1



BATTERY CHARGER ×1



WATERPROOF BAG ×1

**Note: Please check the package list, if some items are missing, please CONTACT us with your Amazon order ID and shipping information, we will process it within 1 day.**



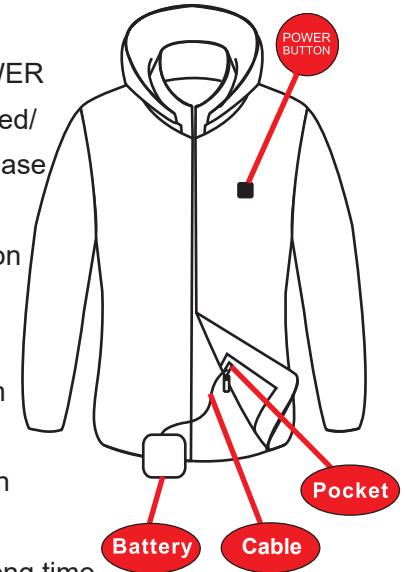
[service@venustasofficial.com](mailto:service@venustasofficial.com)



Read all safety warnings and instructions, including those given in the attached brochure. Failure to follow warnings and instructions may result in electric shock, fire or serious injury. Keep the user manual for future reference.

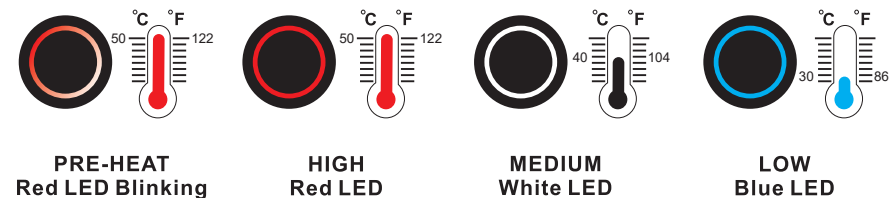
# Operation Instruction

1. Insert power cable (located in the inside pocket) into port on the battery. The POWER BUTTON on your apparel will flash in red/white/blue light and then turn off (if not, please re-plug).
2. To turn on, press and hold the power button for 3-5 seconds. The apparel will begin to preheat for 5 minutes (blinking red LED). Then it will automatically adjust to medium heat (white LED)
3. To turn off, press and hold the power button for 3-5 seconds until LED turn off.
4. Unplug the battery if not to be used for a long time.



The heating level can be adjusted by pressing the power button for 1s. Each pressing will cycle through the apparel's temperature settings. At a room temperature, the heat will rise to 122°F/50°C at high-heat level, 104°F/40°C at medium, and 86°F/30°C at low.

**Note: The temperature is regulated at the internal heating element. The temperature you feel may be slightly lower.**



# Cleaning Instruction

Before washing apparel, disconnect and remove the battery from the zipper pocket, put the plug back, and zip up.



## BE SURE TO USE MESH LAUNDRY BAG

MACHINE WASH

GENTLE CYCLE IN COLD WATER

DO NOT IRON

DRY CLEAN NOT RECOMMENDED FOR DOWN

DO NOT BLEACH

DO NOT WRING OR TWIST

LINE DRY

# Battery Instruction Specifications

Capacity	10000mAh(37wh)
Input	Type-C 5V/2.1A; Micro USB 5V/2.0A
Output	USB-A 5V/2.1A; USB-B 5V/2.1A
Weight	6.5oz

Fully charge before first use.

Fully charge every 3 months.

Recommended operating temperature of 14°F to 86°F (-10°C to 30°C).  
Store the battery pack where the temperature is 77±2°F (25±2°C).

DO NOT expose to liquids.

DO NOT disassemble.

Avoid dropping

Keep the battery away from moisture.  
Store the battery pack where the relative humidity is 60+ 15% RH.

### HOW TO CHARGE THE BATTERY

1. Remove battery from apparel before charging and connect battery with charger.
2. Plug charger on the wall, it often takes 6-7 hours to be fully charged.

# Safety Instruction



**Apparel used for keeping a person warm in cold environments.  
DO NOT use this product in any other way as stated for normal use.**

### WARNING!

- DO NOT use this apparel with an infant, child, a helpless person, or anyone insensitive to heat, such as a person with poor blood circulation.
- DO NOT use pins on apparel. This may damage the electric wiring.
- NEVER wear if inner liner is wet.
- Maintain labels and nameplates. These carry important information. If unreadable or missing, contact our customer service email [service@venustasofficial.com](mailto:service@venustasofficial.com)
- Heating elements are not recommended to touch bare skin.
- DO NOT dispose of used battery packs in household trash or by burning it.
- Shut off power immediately if discomfort occurs.
- DO NOT allow the cords to be pinched
- DO NOT store the battery pack together with metal objects (short circuit risk).
- If improper operation of this apparel is observed, discontinue its use immediately and contact our customer service email [service@venustasofficial.com](mailto:service@venustasofficial.com)
- Use only our chargers for charging venustas battery packs. DO NOT use battery packs from other systems.
- NEVER break open battery packs and chargers.
- Store only in dry room. Keep dry all the time.

# Customer Service FAQ

## 1. Q: How long will the battery last while in use?

A: In normal temperatures (68°F / 20°C) & used for apparel with 3 heating panels, the battery will last about 9-11 hours at low heat level, 6-7 hours at medium, or 3-4 hours at high.

**NOTE:** The working hour of the battery will be greatly affected by the temperature and the quantity of the heating panel. More heating panels or lower temperature will lead to shorter heating hours. Especially under 32°F, the working hours will be much shorter than normal.

## 2. Q: How to troubleshoot when the heat apparel doesn't work?

A: Step 1: Make sure your battery is still alive.

Step 2: Try to charge your cellphone with the battery, to check whether it works or not.

Step 3: Clean the ports on the battery.

Step 4: Reconnect the battery with the apparel, make sure the POWER BUTTON on the apparel will flash in red/white/blue light then turn off.

If the button doesn't flash, please contact our customer service team for further troubleshooting.

## 3. Q: How do I take care of my battery?

A: To keep it at peak performance, you should fully charge the battery before you use it or store it. Charge it every 3 months after you store it.

## 4. Q: Is there a warranty available? How long does it cover?

A: 1-Year warranty covering any defects or malfunctions of Venustas apparel heating components and Venustas battery pack.

● **Warranty becomes valid from the date of purchase. Contact [service@venustasofficial.com](mailto:service@venustasofficial.com) for more info.**