

How to Solve Problems With Your Cozy

If you think your Cozy is not operating properly, please complete the following test:

1. Unplug the Cozy and wait 10 seconds.
2. Plug it back in and observe the start up procedure (please note, you cannot use the buttons during start up):
 - a. The fan inside the Cozy should start spinning.
 - b. The Status Light should flash pink, at the same time, the LED Light Bar should quickly flash all of the colors.
 - c. The LED Light Bar colors should then light up slowly from green up to red, and then back down from red to green.
 - d. The Status Light should turn green for five seconds, then turn off. **If you get a different light color or a flashing light, please contact Radiator Labs for help.**
 - e. The fan should then start calibration, it could take a few minutes to start. Once calibration starts, it should take under a minute to complete. **If the fan doesn't turn on after 5 minutes, please contact Radiator Labs for help.**
 - f. Start up is complete when the Status Light flashes purple for 1 second, then the lights turn off. At this point, you should be able to use the buttons to change the temperature setting.

♦At any time, if your Cozy is making squeaking or rattling noises, Radiator Labs can fix it, please contact us.

Questions about your Cozy?

Fill out our support form at <https://help.radiatorlabs.com>
or call us at 1-844-335-4328

How the Cozy Works

- ♦The Radiator Labs Cozy is a smart, insulating radiator cover that uses temperature sensors and a fan to keep each of your rooms at a temperature that is comfortable for you.
- ♦When the Cozy is plugged in, and your building's heating system is on, if your room drops below your temperature setting, the fan inside the Cozy quietly turns on and sends heat into your room.
- ♦When your room reaches your desired temperature, the fan turns off and heat from the radiator stays in the Cozy until your room temperature drops. Then, when needed, heat is released into the room again.
- ♦The Cozys throughout the building tell the boiler when all the rooms in the building are warm enough, so the boiler will only send heat to the building when it's needed.

How Safe is Your Cozy

- ♦The Cozy is FCC certified and UL certified to meet stringent safety and fire code requirements.
- ♦With the Cozy insulating your hot radiator, your radiator areas will be safer for kids and pets.
- ♦Since the top of the Cozy is a flat surface, it can be used as a shelf for books, plants, and other objects.

How to Clean Your Cozy

- ♦The Cozy surface is easy to clean with a household cleaner or a damp cloth.
- ♦Before we installed your Cozy, we cleaned your radiator using a hepa filter vacuum, leaving the area under your Cozy free of dust and dirt.
- ♦Once installed, there is about a one-inch opening at the bottom of the Cozy allowing you to clean underneath.
- ♦The Cozy fan circulates air, minimizing the dust in the Cozy, compared to your existing radiator covers.
- ♦Only trained Cozy installers, or your building maintenance staff, should remove and re-install the Cozy if you need to access the radiator that's under the Cozy for cleaning or maintenance.

Cozy Warranty

- ♦Radiator Labs provides a two-year warranty on your Cozy. The warranty covers all issues unless the Cozy is modified, tampered with, misused, physically damaged, subjected to abnormal working conditions (including, but not limited to, electrical, fire, and water damage), combined with any other product or service that is not authorized by Radiator Labs, not maintained or operated in accordance with Radiator Labs' specifications.
- ♦Radiator Labs will replace faulty parts during the warranty period free of charge to Clinton Hill Co-ops.
- ♦After the two-year warranty period ends, Clinton Hill Co-ops building maintenance will have spare electronics kits available and to replace any broken parts.
- ♦The Cozy electronics kit should last 8-10 years without maintenance. If anything breaks, it can be easily replaced.