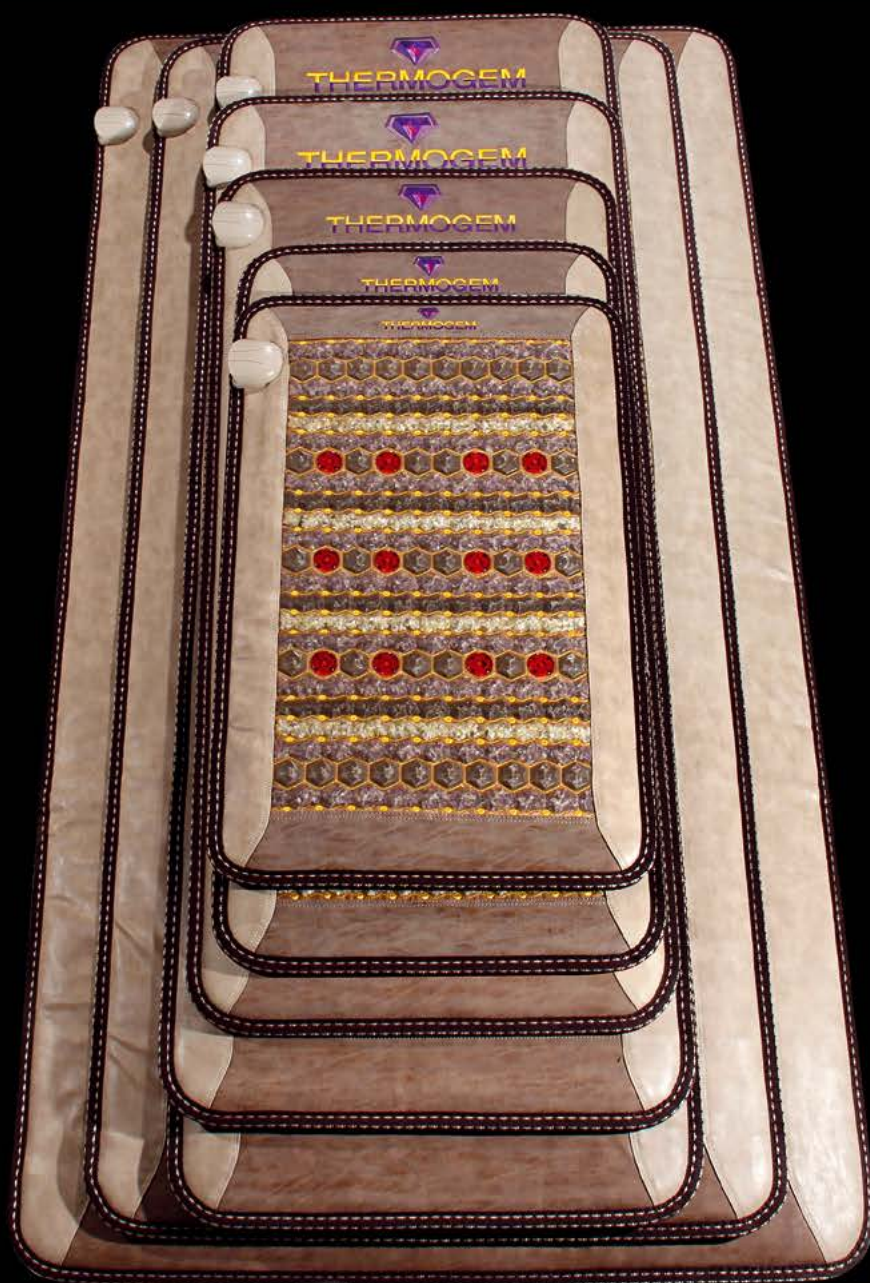




**MediCrystal®**

## USER GUIDE



**THERMOGEM®  
AMETHYST JADE  
TOURMALINE  
HOT STONE  
BIO-MAGNETIC  
PHOTON  
MATS**



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## UNBOXING

## THE MAT SET INCLUDES:



**ThermoGem™  
Bio-Magnetic  
Photon Mat**



**Thick tan 3-D air mesh pad  
and/or white waterproof  
protector with 3-side zippers**



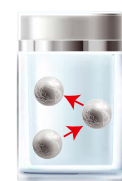
**Catalog  
and  
User Guide**



**Controller H-60PVA  
with terminal  
and plug wires**



**Bag for storage and  
carrying the mat**



Small two inch high clear **plastic vial with a tiny metal cylinder**. It is a device for testing PEMF (pulsed magnetic fields) function. The metal cylinder moves in the vial when PEMF is ON. This movement is the reaction to magnetic field pulsing. It is stronger close to PEMF coil and goes down with distance.

When you receive the box, it may have wear due to shipping. Please take a moment to carefully unpack the box and check if the set includes everything in the due condition. If you discover that anything is missing, or there is any other reason that you wouldn't rate this as a 5-star experience, please, contact us right away at [support@MediCrystal.com](mailto:support@MediCrystal.com), so that we resolve the issue as fast as possible.

In addition to hot stone functionality, deep FIR heat and negative ions generated by all our mats, ThermoGem™ 3-gems mats, with photon and bio-magnetic function, also produce PEMF (Pulsed Electro Magnetic Fields) and monochromic visible Red Light with 660 nm wavelength.

It is a great reason to use the mat regularly to relax and reenergize even without heating.

## THANK YOU FOR PURCHASING THERMOGEM™ MAT AND CHOOSING US!

MediCrystal LLC is a small family-owned company dedicated to customer satisfaction and providing the highest quality health and beauty products from natural amethyst, agate, tourmaline and jade at the best possible prices.

We have personally experienced benefits from the MediCrystal® and ThermoGem™ Mat products and have decided to make them available to our customers for an affordable cost.

We were so impressed by how the functionality of our mats compared to other, much more expensive brands that we decided to launch a business focused on creating these amazing products.

Our purpose is to let other people unveil the secret of this reviving experience at a substantial savings from the competition. We think not just the wealthy, but everyone interested in holistic, naturopathic and alternative practices should be able to use the power of these gems and crystals.

**We hope you experience as many positive results as we have, now that you have your own ThermoGem™ Mat!**



Controller H-60PVA for the mats with PEMF and PHOTON function:

- 1 **Power ON/OFF Toggle Button** – Push it to turn the mat ON/OFF. When you turn it ON, the Display 5 will show **ON**. It means that the controller is ON and ready to choose the program. If controller display shows **--** it means that the Power is connected but the Button has not been activated and no functions can be operated. Press the button harder so that lines **--** start to flicker.
- 2 **POWER indicator** – Lights up when Power is ON.
- 3 **Timer Control Toggle Button** – Select one of 4 options shown on the Display 5: **1H, 4H, 8H, 0H** for 1, 4, 8, 12 hours heating session with auto shut-off when time expires or you can choose **-H NO HEATING MODE** for only PEMF and/or PHOTON function without heating. Press and hold for 5 seconds to turn OFF **Auto-Protection Feature**, Display 5 will show **S-**. Press and hold again to reactivate this feature, Display 5 will show **SA**.
- 4 **HEATING Operation Indicator** – ON when mat is heating, OFF when set temperature is reached.
- 5 **Temperature, Timer, Frequency and Program Display** – Switches into Temperature Mode when the Temperature Dial 6 is rotated. Display shows the current Celsius temperature (**30-70 °C**), flashes to the set temperature when dial is rotated, then back again. If the temperature is more than 122°F (50°C) for longer than 3.5 hours, **Auto-Protection Feature** will decrease it to safe 115 °F (45 °C) level and display will show [ ]. In Timer mode Display shows one of 5 heatings time settings **1H, 4H, 8H, 0H** or **-H** chosen by Timer Control Button 3. When the heating program is over the temperature display will show **--, 0F** or **ON** indicating that Power is ON but the time set has expired. Add time to resume heating or push the Power Button 1 to turn-off the Controller. In PEMF Program mode Display shows one of PEMF program settings. **P-** (PEMF OFF for FAR INFRARED and/or PHOTON functions only), **P0** (manual frequency adjust mode), **P1, P2, P3, P4, P5, P6, P7, P8, P9, PA, PC, PE, PF** (automatic PEMF programs). Please, check Controller user guide for details. If Manual Frequency adjust dial 8 is in active mode Display shows current PEMF frequency in Hz (**1-30** number of pulsations per second). Please, check Controller user guide for details. In PHOTON Program mode Display shows one of three PHOTON program settings. **1P** = PHOTON ON 30 minutes. **2P** = PHOTON runs 8 program cycle (One cycle = PHOTON ON 30 minutes OFF 30 minutes). **-P** (PHOTON OFF for FAR INFRARED and/or PEMF functions only). Display may also show **OF**, flickering or static **--** if the Power Button 1 is not pressed or if connection between the controller and the mat is lost. Press Power Button 1 to turn ON all other functions of controller or reconnect controller to the mat tightly to resume.
- 6 **Adjust Temperature Dial** – Use to increase or decrease heat 30~70 °C (86~158 °F). The dial range is marked, indicating the desired temperature in °F.
- 7 **PEMF Program Button** – Choose **P-** (PEMF off), one of 13 automatic Program options **P1, P2, P3, P4, P5, P6, P7, P8, P9, PA, PC, PE, PF** shown on the Display 5 or switch to manual frequency adjust mode **P0**. Press and hold for 3 seconds to quickly return to **P-** (PEMF off). Please, check Controller user guide for details.
- 8 **Adjust PEMF Frequency Dial** – Use to increase or decrease magnetic pulsation frequency from 1 to 30 times per second. You can try different frequencies to find what works better for you.
- 9 **Adjust PEMF Frequency Dial ON Indicator** – Lights up when PEMF manual adjust dial is ON, frequency is chosen in manual mode, PEMF is ON, OFF when it stops.
- 10 **PEMF ON Indicator** – Lights up when PEMF function is ON, OFF when it stops.
- 11 **PEMF PROGRAM CYCLE Indicator** – Lights up when PEMF is auto cycled by program. OFF when the whole Program is over.
- 12 **PHOTON Program Button** – Choose one of three PHOTON program settings. **1P** turns ON Red Light LEDs for 30 minutes. **2P** runs 8 cycles program (One cycle = PHOTON ON 30 minutes, OFF 30 minutes).



**-P** (PHOTON OFF for FAR INFRARED and/or PEMF functions only). Please, check Controller user guide for details.

13 **PHOTON ON Indicator** – Lights up when the Red Light LEDs are ON, OFF when PHOTON function stops.

14 **PHOTON PROGRAM CYCLE Indicator** – Lights up when Red Light is auto cycled by program. OFF when the whole Program is over.

First you should tightly connect controller to the mat connector and only after this plug-in controller into the power outlet. Then turn ON controller with toggle switch.

Controller also has a temperature dial to completely adjust the heat in 1°C increments from 86 °F to 158 °F, displayed in Celsius from 30 °C to 70 °C. Sometimes we call the different temperatures “levels”.

**Level 1** is 86-98 °F or 30-36 °C (Lowest mode, reveals crystals' powers and brings negative ions and other vital natural forces into your home while you are seeking rest and mental clarity, great to sleep or relax).\*

**Level 2** is 98-110 °F or 36-43 °C (Low mode, provides a comfortable setting for all night restful sleep to manage an occasional sleeplessness, improve absentmindedness, relieve tiredness, and maintain proper immune function).\*

**Level 3** is 110-120 °F or 43-49 °C (Low medium mode, great to create maximum relaxation and immunity support environment, helpful to maintain healthy heart, inspired and invigorated mind, improve look of your skin).\*

**Level 4** is 120-133 °F or 49-56 °C (Medium mode, use as a part of your dietary and healthy routine to maintain cholesterol and sugar levels already within the normal range, alleviate the occasional blue feeling everyone experiences from time to time).\*

**Level 5** is 133-145 °F or 56-63 °C (Medium High mode, may be helpful for healthy lifestyle to alleviate occasional constipation, promote sexual arousal and performance, relieve temporary water-weight gain and mild mood changes bringing you back to normal condition).\*

**Level 6** is 145-158 °F or 63-70 °C (High mode, envelop yourself with pleasant warmth of natural crystals and gemstones. Together with exercise patterns it may encourage activity, contribute to spiritual balance, feeling happy, cleansing, sweating, well-being and better overall health).\*

**Level 7** is 158 °F or 70 °C (Highest mode, use with extra care to create maximum soothing environment important for proper muscles and joints function, optimal strength and flexibility, stress and tension reduction).

The temperatures above reflect the temperature of the inner heating elements, not the surface of the mat, which can be 10-20 °F lower (or even lower than this) if the mat is not covered with a thick blanket. Usually, if the ambient temperature is around 70 °F, it takes between a half an hour to hour for the mat to reach the maximum level (158 °F, or 70 °C) if covered it with a thick blanket.



1. The **top of the mat, with the ThermoGem™ Logo on it, is not a heated area** but this and other non-heated areas of the mat still have anion layers to generate negative ions.
2. PEMF coils are distributed throughout the mat but their number is limited (starting from 2-3 coils in the mini mat and up to 8-10 coils in full size mats). Magnetic field intensity is the strongest above the coil but goes down with distance. **It is normal that your PEMF tester will show metal piece movements in some spots of your mat and will not in other.**
3. Standard PEMF frequency of ThermoGem™ mats with bio-magnetic function is 10 Hz. **If your mat or belt features H-60PVA controller, you will usually have a manual adjustability between 1 to 30 magnetic pulsations per second and several auto programs of different very low frequencies sets cycling ON/OFF with the total loop duration from 40-60 min to several hours.** Usually higher frequencies have more energizing effect and lower may be better to relax but it is better to self-educate and listen your body's response to find what works for you the best.
4. ThermoGem™ mats have a multilayer system construction with up to 18 different layers. The **special layers (with anion generating fibers) are added so that the mats generate negative ions** when they are turned on and functioning. Controllers do not have the option to activate negative ion generation from the inner mat layers because the ions generation starts automatically when the mat is heating up, due to the piezoelectric and pyroelectric effects caused by the distorted crystallographic structure of the mat's anion generating layers and natural amethyst and agate crystals. Negative ion generation will decrease when the mat cools down. **The number of ions goes up when you lay on the non-powered mat as gemstones and negative ion generating layers start to use your natural body heat to produce anions.**
5. The outlets, bimetal safety switches, connectors, and controllers of all electrical appliances including all brands of hot stone mats may emit relatively higher levels up to 4-8 mG. Though it is generally safe, and falls down to zero several inches away, if you are EMF oversensitive, it is better to keep the controller away from your head. Also, it is better to use the amethyst pillow or at least a regular one to avoid occasional contacts between your head and the mat connector near the logo on the top of the mat. Or you can lay on the mat with your feet towards the connector. **If you do not feel comfortable on the powered mat, you can eliminate exposure to any electricity just by preheating your stone mattress to the maximum heat and unplugging it from the power outlet before you lie on it.** Hot crystals accumulate the warmth and will naturally release it without electric power. It is the best practice for long all-night sessions to avoid dehydration, overstimulation, and buzz or dry mouth effects. Even after the mat cools down, it utilizes your body warmth to emit infrared rays and negative ions naturally and safe.
6. **We use the best in the industry advanced EMF-free heating systems since 2016.** Though the specification states maximum 2 mG emission from the heating surface, the real tests with professional EMFs measuring devices show max 0.2 mG emission. It is even closer to zero because when we test the background EMFs on the unplugged mat, it is usually the same as on the

heating mat. You can check our videos for EMFs measurements on MediCrystal youtube channel. Please disregard outdated, false or non-professional information or videos about EMFs testing posted on the internet by unfair competitors. Fortunately, nowadays the testers are affordable for everyone, and the best practice is to check EMFs of the mat and other home appliances yourself. The best EMFs meters for home use combine simplicity, sensitivity to electric and magnetic waves in a broad range, and ability to filter out the noise distortions or measurement errors. We recommend an easy to use the "K2 EMFs meter" manufactured in the U.S. and available on Amazon for \$60. This meter covers frequencies from 50 to 20,000 Hz and works fine instantly measuring EMFs of any appliances.

7. PEMF coils of our bio-magnetic mats generate pulsed magnetism when the function is ON. The intensity of these healthful dynamic magnetic waves rapidly changes from 0 to 50 Gauss 1-30 times per second similar to the natural Earth's geomagnetism pulsation known as "Schumann resonance". It is recognized as a safe reparative technique, but if you test EMFs while the PEMF function is ON, the results will be significantly distorted. Of course, there is a huge difference between the healthful ultra low frequency magnetic fields frequencies of 1-30 times per second or 1-30 Hz and the harmful high EMFs frequencies in Khz and Mhz ranges such as emitted by micro waves, heaters, wireless devices and radio equipment. **You can still use the K2 EMFs meter to test how far the magnetic forces of your mat can penetrate.** The meter indicators will be blinking with the same frequency as PEMF setting. If you turn OFF the PEMF function and test your bio-magnetic mat again, it will show the same EMF-free zero results as all other our products.
8. Due to the artisan nature of the construction process **there is some difference between mats regarding the maximum temperature they may reach in the same conditions and the heating speed.** If the mat is covered with thick blanket or your body is on the mat, the max level of the bare mat surface temperature may be in the range of 55-65 °C or 133-158 °F (displayed by the controller measuring the temperature of the heating elements inside the mat as 65-72 °C), which is quite normal. **It is very important that you cover the mat COMPLETELY while preheating it.** If you cover the mat partially the temperature sensors positioned in the different layers of the mat around all the surface will report different and controversial measurements to the main controller. Finally controller may loose calibration and start to work incorrectly or malfunction.
9. ThermoGem™ Mini Mat, Belt, Vest and Wraps are great for localized use, when you need to focus heating crystal rays, pulsed magnetism and/or red light on some particular areas of your body (back, chest, shoulders, hands, knee or legs most frequently). **You can use these products on relatively higher heat or intensity for local application without the same impact on the whole body which can be achieved with full body mats.** Smaller products are lighter, more portable, better bendable, and can be used to cover or wrap the body when you are on the large mat for the more intensive "sandwiched" sessions. Of course, the Mini Mat, Belt or Vest can still be used as a sole unit for high heat detox sessions with sweating, but it takes more time to influence the body in this way. But if you use high temperature and your body usually sweats in the sauna or when you do sports or workout, it should work fine as well.
10. In general the bigger and more powerful the mat is, more benefits it brings and the shorter the session necessary. Midsize and larger mats are great for both the whole body experience and re-energizing sleep. Just be sure that **the heat level is on the safe, lowest levels of 30-45 °C or use the mat either unpowered or in negative-ions-only mode at night.** Do not use high heat when you go to bed. Do not rely solely on the timer. Some customers choose to connect the mat through another timer plugged into the wall outlet for double safety in order not to fall asleep on the hot mat and dehydrate. **Take extra care during nighttime use and keep the mat only on low heat settings.**

Your mat set should include, free of charge, at least one protective cover, but usually we include a pair of different items. So you may have one or two of the following covers:

1. **Thick Tan 3-D Air Mesh Pad** to cushion the mat, distribute body weight, buffer the crystals' pressure either while sleeping on the mat or during longer sessions. This is especially effective at the beginning if the mat's hardness is an issue. This 3-D Pad is not waterproof, and it needs a cover or a towel on top. **This Pad is recommended to be hand washed and air dried to keep shape.**
2. **Thick High Absorption Waterproof Quilted Multilayer Protector with a single MediCrystal® logo embroidery on the top** and zipper along three sides to put the mat inside of and to protect the bottom as well. As with the other covers, it is permeable for FIR rays, PEMF and ions. It is great for absorbing sweat and for keeping the contact surfaces between the body and the mat dry. **This pillow case style protector is machine washable on gentle or hand wash cycle. Air drying is recommended.**
3. **Thick Multilayer Protective Cover with multiple MediCrystal® logo on the top and built-in thin 3-D Air Mesh Pad** permeable for FIR rays, ions. It also keeps the contact surfaces between the body and the mat dry. This protector is used for cushioning the mat, distributing body weight, and buffering the crystals' pressure either while sleeping on the mat or for long sessions. These covers with 100% bamboo top air layers are **not washable**. Instead of washing, we recommend leaving the mat with the pad on it for one hour every week on the highest heat setting to keep both of them clean and disinfected. Newer generation covers have top perforated air layer

with small addition of polyester and are hand washable. This cover is fixed on the mat with an elastic skirt.

4. **Thin Waterproof Cover with 4-cornered elastic straps**, to be used on top of the 3-D Pad Protector or on top of the mat directly. Great for short and high intensive sessions. **This thin cover is machine washable and dryer-friendly.** Gentle cycle is recommended.

We hope that our protectors help you feel more comfortable during the sessions.

If the cover you want is not included in the set, it may be purchased from MediCrystal®.

Please, check for more information about covers in the MediCrystal® Catalog.



## SAFETY INSTRUCTIONS

ThermoGem™ mats have been carefully engineered for both effectiveness and safety. But of course basic safety precautions should always be observed when using any electrical device.

1. Never immerse the mat in water, do not use the product in wet or excessively humid areas. Do not use the device when your hands or body are wet.
2. Changes or modifications to the device can be dangerous and may cause electric shock. Do not disassemble anything while the power is ON.
3. Do not put heavy objects on the mat. Do not prick the mattress with pins, knives or sharp objects. Do not step, walk, jump, run and avoid other types of pressure which can damage inner sensors.
4. Do not put chemicals, solvents, volatile or flammable materials such as benzene, thinner or kerosene on the mattress.
5. Make sure that the receptacle where you plan to plug the mat has the same voltage rating as the specifications indicated for each product (usually 110-120V/60Hz for North America and Japan and 220-250V/50Hz for Europe and other countries). Do not use travel adaptors in order not to damage your mat and controller.
6. If your mat is made for U.S. electricity, 110-120V/60Hz, with plugs for a standard U.S. grounded socket to use in 220-250V countries, please purchase a step down power converter transforming 220-240V to 110V. For smaller pads we recommend power converters with 200-300W capacity, up to 500W for large mats and 1000W for queen size mats with two heating zones.
7. Always remember to turn off the electrical supply when not in use. When unplugging device, do not attempt to pull the cord, pull it out by holding the plug.
8. To protect your mat, use a surge protector. Power spike is the main reason why a mat would ever malfunction, an electrical surge kills the controller and renders the mat unusable until a new controller is purchased.
9. Do not use the device when the cord is damaged or if the electrical

outlet is excessively loose, find another socket that will correctly hold the plug. Do not use the mat if it is damaged or if connection between the mat and controller is not tight.

10. Your mat has double safety advanced EMF free heating system with emergency bimetal switches physically cutting off the electrical wires if the mat's main thermostat safety system fails and it overheats to 180 °F (75 °C). Anyhow stop using and immediately unplug the mat from its power source (wall outlet) if you experience strange conditions such as smell, smoke, shocks and/or fire.
11. Clean the mat only when the power is off and the controller is unplugged from the AC outlet.
12. While heating **NEVER** put on the mat foam, rubber, yoga, camp pads, mats, non-permeable covers or too thick (more than one inch) plies of towels or heavy blankets to avoid overheating, malfunction and fire risks. If the topper you use on the heating mat is not permeable (like rubber), it will trap the FIR heat, and the mat will regularly overheat. Though, in this case, bimetal switches cut-off electricity, when they work permanently, they wear off fast, and the fire danger goes up. This safety feature is designed to stop the mat overheating only in emergency case if the controller fails. It is not intended to operate as the main thermostat. If the whole mat is covered with non-permeable material and continuously overheats, the bimetal switches function all the time and wear-off. If they fail, the mat will not be protected from overheating or fire risks.
13. **NEVER** leave your mat unattended while heating up. **NEVER** heat it in folded or rolled condition. **NEVER** put any solid objects such as pillows, laptops, books, controllers, bags, etc. on the heating surface of the thermal mat, since the heating system can burn it and damage the mat. Bimetal switches work to protect the mat with a body on it, or if the entire heating surface is covered uniformly and only with porous layers. Emergency protection system may not stop local overheat if it takes place only on a small part of the mat, where there are no temperature sensors or bimetal switches.

\*MediCrystal® and ThermoGem™ products are not intended to diagnose, cure, treat, mitigate or prevent any disease, illness or medical condition or to substitute for medical treatment of any kind. Information here is never to be construed as medical advice. These products and statements have not been evaluated by U.S. FDA (please, see Disclaimer in this user guide, page 11).



The following may not be a full list of contraindications but if you have any of them, avoid use of the far infrared mat in heating mode or for PEMF completely (unless you get approval from your doctor).

Remember that it is your responsibility to seek the attention of a health care professional before and during the use of this product, which is not marketed as a medical device, nor claimed to be able to heal or cure any sickness.

1. The recipients of any type of organ transplant should not use FIR or PEMF mats. After organ transplant operations, patients usually are prescribed immunosuppressant drugs to help prevent their immune system from rejecting the transplanted organs. FIR and PEMF therapies increase immune system function which is absolutely contraindicated for organ transplant recipients.\*
2. Pacemakers and defibrillators users should not use the FIR or PEMF mats in powered modes without cardiologist approval. The function of these devices may be interfered with by the mats' magnetic or heating functions.\*
3. Expectant women should not use the heating function or FIR mat in heating mode. Excessive temperatures have a potential for fetal damage. If pregnancy is possible you should be able to sleep on the mat or use it in unpowered mode for ion function but be sure to consult a physician before using it with heating, PEMF or red light.\*
4. Newborns and infants should not use the heat or magnetic function. Their core body temperature rises much faster than that of adults. This occurs due to a higher metabolic rate per body mass, limited circulatory adaptation to increased cardiac demands, and the inability to regulate body temperature by sweating as well as adults are able to. Do not use your mat in heating modes on babies who cannot move away from the mat or on children who cannot speak enough well to express themselves.\*
5. Avoid use of the far infrared mat in heating mode completely (unless you get approval from your doctor) in the case of a recent stroke, aortic stenosis, myocardial infarction, heart attack, unstable angina pectoris, if you take corticosteroids or have brain or other tumors.\*
6. Anybody with diseases associated with a reduced ability to sweat or insensitivity to heat should use the FIR Mat without the heat, in negative ions or PEMF mode. Diabetic neuropathy may be a contraindication because some diabetic patients lose sensitivity to heat.\*
7. Nobody with diagnosed diseases, ailments or medical conditions should ever use FIR devices without approval from and/or supervision of a physician. It may be extremely dangerous to raise the body temperature to high levels for people with: Adrenal suppression disorders, Addison's disease, adrenal Insufficiency, systematic lupus erythematosus, multiple sclerosis (MS), brain tumors, bypass surgery, high hypertension or some other conditions.\*
8. Anybody taking medications or currently going under medical treatments, radiation or chemotherapy should consult a physician

before using the mat in heating mode. Some medicines as diuretics, barbiturates, and beta-blockers may impair the body's natural heat loss mechanisms. Some over the counter drugs such as antihistamines, blood thinners may also cause the body to be more prone to heat stroke. Sleeping aids, pain killers, narcotics, anti-psychotic medicines may be the most dangerous in impairing one's judgement. People under influence of drugs, alcohol or intoxication as well as patients with mental impairments or dementia should never use the mat, saunas or other heating devices.\*

9. Anybody experiencing a high fever should not use the mat in heating mode. Only the negative ions function can be used until the fever stops.\*
10. If you use heating creams or balms, liniments, salves or ointments that contain heatproducing ingredients, you should never use them with the mat unless recommended by a health care professional so as to avoid burns.\*
11. Anybody with fresh wounds, trauma, joint injuries or swollen hot joints where the cold practice is necessary should not use the FIR mat in heating mode, so as to avoid exacerbating any inflammation.\*
12. Anyone with a mental or physical disability or those with limited mobility should use ThermoGem™ mats in the negative-ions-only mode unless under full supervision of a medical professional and have a doctor's approval.\*
13. It is not recommended to use any part of the heating area of your mat directly on your head. Our brains do not have same efficient cooling system as the other body does. Use a pillow as a barrier between your head and the mat if you plan to sleep on it. The special ThermoGem™ pillow with crystals is strongly recommended to keep your head elevated and cool.\*
14. Stop using the mat if any known conditions worsen while using it. Pain should not be experienced when using the mat. However, the infrared heat will go to areas of disease or discomfort – some people may perceive this as pain and others as a sensation. If pain is persistent, discontinue use.\*
15. The use of a PEMF product is contraindicated in people with pacemakers or other electronic implants, cochlear implants or mechanical heart valves. It is contraindicated during pregnancy, and in people with epilepsy or bleeding as well as for: organ transplant recipients or those on immunosuppressive function, and those with non-MRI safe Intrauterine Contraceptive Devices (IUDs).

While the above are some of the conditions which may pose dangers through FIR Mat use, definitely check with your doctor or a health professional experienced in PEMF, Red Light, Far Infrared or sauna practice about your specific medical condition.

**Remember that it is very important to properly hydrate with pure and mineralized water before and after sessions with the mat.**

## TIPS: BEFORE YOU START

1. Please **study the Catalog and User Guide** included with the mat before first use. The mat is easy to operate but the User Guide has important safety information and a lot of different useful tips that may help you get more benefits and accelerate the learning curve. Be sure to completely **study the list of contraindications and discuss them with a health professional**.
2. Subscribe to MediCrystal® on youtube for educational videos. **Our youtube channel is <https://www.youtube.com/MediCrystal>**
3. **Consult your doctor how to use**, especially it is important if you have any chronic disease. Even if your health professional is not familiar with hot crystal practices, doctors usually can give good advice about how such or similar well-known technologies like sauna or heating pads will work, especially in the case of any existing health condition.

4. When you get the box with your mat, if it is too cold or too hot or wet outside, please, **keep the mat inside for an hour** to adjust to room temperature and humidity before connecting to the power socket. Open the box and take out the mat carefully, especially if it is a large size mat. It may be too heavy and you may need someone's help. Check that all accessories are included. **Put the mat on the floor, bed or other flat surface with the crystals side facing up.**
5. Our mats have special layers in the bottom that reflect the heat upwards. But **if you use your mat on a hardwood floor or on a memory foam mattress, it may be better to put a towel under the mat** to dissipate any remaining heat. If you have the ThermoGem™ pillow case type of protector it may be enough.

6. If your area is subject to frequent electrical blackouts or power spikes, **it could be better to connect the device to electricity through a surge protector**, AVR or UPS device similar to that one which protects computers or refrigerators. It will protect the controller from any malfunctions resulting from a power surge. Please remember **to turn the controller OFF and unplug the mat from the power socket after use.**
7. The first heating of the mat should be to **test the mat at the highest temperature level** (70 °C equal to 158 °F) for 2-3 hours. This will also help purge any possible odors from the fabric and other layers' remaining volatile particles. If you are oversensitive to smells you

may choose to air it out in a garage overnight. Our mats are made from the highest quality, 'zero-emission' materials but it is still better to do this. Do not put the protector on the mat or lay on it during this time.

8. **Find a secure, dedicated area with calm surrounding and good time to use your mat** with some degree of concentration. Put up "do not disturb signs" and play some soothing music to enhance your experience. Put on comfortable sleepwear and relax. It may be a good idea to **clean and scrub your body to open the pores before your sessions**, as this will facilitate sweating and detoxification.

## TIPS: USING YOUR MAT

controller simply reconnect it in the correct order.

1. **It usually takes around 30-60 minutes for the Mat to reach the maximum temperature if you put both a thick protector and a thick blanket on top.** Cover the mat with a blanket and leave it periodically, checking how hot it is under the blanket.
2. **The heating process stops and resumes again when the mat cools down, to maintain the set temperature.** During this time, the gems become very warm and emit radiant Far Infra-Red rays.
3. For extra electrical safety the heating wires are positioned a short distance from the mat's edges so that the end tubes with crystals are heated indirectly by other stones. It is normal when **these close to edges of the mat stones have a lower temperature.**
4. When the heat is on, the surface temperature of the bare mat under the blanket, or under your body if you are on the mat, becomes hot to touch. **At maximum heat level it will reach 140-150 °F (60-65 °C) on the surface, if measured immediately after you stand up or remove the thick blanket or pillow. But if you measure the bare mat surface temperature in several minutes again it will be much lower, around 110-130 °F (40-50 °C).** If the mat is uncovered, and room temperature is low or the air flow is strong, it will cool the mat very quickly. This is normal – when preheated, the crystals transfer most of the energy in the form of Far Infrared Rays very quickly.
5. If you keep your mat open without the protector pad, blanket, or your body on it, the heat is dissipated – and though the controller may continue to show rather high temperature inside the mat's heating elements, **the surface will be merely warm to touch even on highest level.**
6. Sometimes when the mat starts to heat some humming or buzz noise can be heard from the controller which is quite normal. But **if the noise gets stronger or you feel any smell or other signs of possible controller or mat failure, please stop using the mat.**
7. It is OK for the controller to warm up a little when the mat is on the highest heat level or if several functions are activated all together for a long time. But **it is not normal if the controller gets really hot or if you notice any smell.** Please turn off the mat and contact us for a free replacement if this happens. **Remember not to put controller on the mat, even if the mat is cool. It may heat up and damage the controller.**
8. The most frequent reason for initial controller malfunction is an incorrect order of connection. **It is necessary to connect the mat to the controller first, TIGHTLY, and only after this should you plug the controller into the outlet, then turn it on and set the timer.** After this you may choose the heating mode, set desired temperature, and/or activate Red Light and PEMF functions. **When you disconnect, first turn the controller to OFF, then disconnect the plug from the socket – and only after this (and only if it is necessary), unplug the controller from the mat.**
9. **Do not disconnect the controller from the mat more frequently than necessary**, in order to avoid the connection becoming loose. If you connect the controller to the power source first (before connecting it to the mat), **the safety program will lock the controller and put it in 'safe' mode.** It may start to beep or will show OF or other error code on the screen. To reactivate the

controller simply reconnect it in the correct order.

10. Choose the best position. FIR amethyst rays penetrate deep and may awake resonant vibrations on micro level so that even after the session is over the body temperature may stay elevated to normal level of 98.6 °F for up to 8 hours, which is good for activity and rejuvenation. This phenomenon is described in the European bestseller «98,6 – Ideal Body Temperature as the Secret to Optimum Health» by famous German naturopath Dr Uwe. But there is also the local effect when those organs and tissues which are closest to the mat receive more heat. It may be beneficial for them, but the highest levels may also cause some issues with movement if you have stones, etc. **If you lay on your right side, please be sure that you do not have gallstones in the bladder and that it is healthy.** Heat may cause gallstone movements and cause inflammation and pain. If you lay on the mat on your belly, it is important to protect your genitals. The left side is safer in this regard, but usually **laying on one's back is the best position.\***

11. **If the mat feels hard at the starting point, it is essential to cushion it and eliminate the crystals' pressure correctly.** Put on top a 3-D pad, and a cover included into the set of your mat. You can add several layers of bamboo, cotton sheets or towels, but not more than one inch thick to make your mat even softer. As soon as your body gets used to the crystals' pressure, you may choose to remove the extra layers one-by-one. Protectors and towels are great for sweat absorption during heating sessions or for moderate cushioning, but for high intensity, it may be better to use your mat without any covering. With FIR, some of the heating rays will dissipate if you use a thicker layer on top of the stone mat and under your body. The same applies to negative ions, but most will still travel through. As for longer sessions, even with covers the mat can still be too hard to sleep and too heavy to remove it from your bed every evening (especially if you have a large size mat). A simple solution is to put a 3-4 inch thick mattress pad on top, which is lighter and easier to handle than the stone mat. Be aware that you can cover your mat with a thicker than one-inch layer or a non-permeable foam pad ONLY after the mat cools down. To avoid overheating and fire risks NEVER heat your mat with the topper or thick layer on it. Always remove the topper first and leave only a thin cover or a 3-D pad before you turn ON heating function.

12. **Always keep your Waterproof Protector on the mat to protect it from spills and dirt.** But even if your mat occasionally gets wet, do not worry, it has waterproof layers inside. Just let it completely dry before using it again if it gets wet.

13. **Be careful with your first session. Use a slow and continuous mode of increasing intensity.** Begin with temperature levels as low as 96–112 °F (35–45 °C) and short sessions, no more than a half hour, and gradually increase the length and intensity for several minutes and/or degrees every other day. **Remember to drink a lot of water, fresh juices, or herbal teas. Replenish minerals to avoid becoming drained or dehydrated.** When you start it is important to avoid overuse, and low temperature burns and get the first benefits in a safe manner without the risks of side effects from a "healing crisis".

\*MediCrystal® and ThermoGem™ products are not intended to diagnose, cure, treat, mitigate or prevent any disease, illness or medical condition or to substitute for medical treatment of any kind. Information here is never to be construed as medical advice. These products and statements have not been evaluated by U.S. FDA (please, see Disclaimer in this user guide, page 11).



14. **Most important is to listen to your body as you move forward – “LOW and SLOW”**. It is easy to overdo if you move ahead too quickly, and the cumulative effects are much more desirable without the lightheadedness or other side effects that can come with rapid detoxification. The maximum time for each heat level is not specified. It depends on the mat’s size, temperature level, and one’s age, health, body size and composition, and many other factors. **Basically, the main rule is to start with low settings and gradually increase the intensity, length and frequency of sessions.** Of course if you are an experienced FIR sauna user, you can start with the maximum temperature level, or you can even use the sandwiched-between-two-mats session, but we always recommend checking with your doctor first and using common sense to avoid overuse.
15. **As soon as you are sure that your body reacts fine, you can use your mat as long as you like. Unless you have special needs, you can use it from a few times a week for 30 minutes to 12 hours daily and it should be an enjoyable process.** If you want an intensive sweating sauna-like detox, choose the maximum temperature suitable for your health and cover your body with a blanket or another mat. If you just want comfort, set the medium heat levels at around 112–122 °F (45-50 °C). If you are just starting out 20 minutes may be enough. Different people react differently and enjoy different modes. Some folks with weakness caused by hypothermia use FIR mats all the time on slightly warm temperature to revive and feel well again. Other people use amethyst heating mats from one hour on high temperature to 12 hours on warm temperature. Be sure that sessions are comfortable for you and bring about a better feeling and more energy, and of course remember to get approval from a health professional.
16. If you accelerate this way, the first aim is to create a feeling of relaxation. **To relax, you may have a short session before bedtime of about half an hour, starting at 40-50 °C, and then decreasing to the lowest levels of 30-40 °C.** If these levels cause any lightheaded feeling or overstimulation, the temperature should be set even lower or even the mat should be used in unpowered mode. Especially in the summer, when it can absorb some excess heat from your body and naturally return it in the form of radiant crystal rays to those parts of your body which need more warmth.\*
17. **The second target usually is to cause sweating, which is great for detoxifying the body. All intensive high heat sessions should be done with proper rehydration and electrolyte replenishment, and within the first half of the day.** It may take up to an hour to preheat the mat under a thick blanket to a high heat level. Then you can lay on your back on a bare mat, or a mat with a thin protector or a towel on it and cover yourself with a blanket. After the session, just leave the bare mat for half hour more while still heating to dry it out. Of course **if your body does not sweat much, you may not start to sweat from the first session – but after several it should come.** Drink a lot of hot herbal teas (not cold drinks) before and during the session to accelerate sweating. When your body gets used to sweating it will be easier to sweat voluntarily.\*
18. **For FIR Heating, if you lay bare on the bare mat with your body covered with a thick blanket, you will get the maximum “detox” effect, as no heat will be lost or dissipated.** All crystal rays will be radiated into your body. Some advanced customers even use foil blankets reflecting FIR

Rays back to the body, but it is very intensive practices and it cannot be recommended without a doctor’s approval. Sweat releases a lot of toxins, and FIR releases even those stored in deep fat tissue, into the blood. It may be irritating and erosive to the surface of the mat. That is why something like a sheet or a protector cover under your body is must-have for everybody. Perspiration may also temporarily make you feel worse, but when the sweat is out you should feel refreshed.\*

19. For the first time you can **try the PEMF and red light functions, on the lowest heating levels, for 20-30 minutes to check how your body reacts.** Later if necessary you will be able to use all the functions or any of their combinations together. However, for some folks it is **better not to use PEMF on high heat to avoid overstimulating.** Regarding PEMF function use in the daytime, there are many schemes – the standard is a simple half-hour session (it will auto-off after 30 minutes). Or you may choose to cycle it. If you have different frequency controller you may try different ways to use to find what works for you the best.
20. Same with the **monochromic 660 nm red light – the programmed length of function is 30-60 minutes**, which should be enough. Same as with PEMF, auto-off time and cycling is preprogrammed at the factory. **It is better to use the bare mat for bio-stimulating photofunction so that the body gets more photon energy.** Wearing clothes or using covers or sheets on the mat hinders the photon function and some of the anion effects, but it should not be an obstacle to PEMF or FIR Heat.
21. If you are falling asleep while on mat, turn OFF PEMF and Photon functions (so that they do not wake you up when the Red Light resumes in 4 hours or if PEMF is programmed for auto cycling). But **most importantly, choose 30-45 °C or 86-110 °F low level of FIR Heat before going to bed.**\*
22. Getting a headache or feeling dizzy is a sign of “healing crisis” (dehydration). It means that you are detoxing too fast. **Lower the temperature, drink more water and stay on the mat for shorter time.** It is important to feel comfortable and enjoy your experience, so listen to your body and adjust intensity and duration accordingly. If your mat is equipped with adjustable frequency controller, it is suggested to start PEMF function at a low frequency such as 4 Hz then increase to 8, 10 or 14 Hz. Usually lower frequencies have more calming effects while higher frequencies provide more stimulation and promote activity. If you use a standard controller try PEMF on 10 Hz for 5-10 minutes for the first time. PEMF function side-effects are usually either non-existent, or very minor and temporary but they may be observed in users who are hyper sensitive to electromagnetic fields. Usually changing the frequencies or limiting session time will help to resolve any issues. Of course if you have any contraindications, you can use your mat without activating the PEMF function at all.
23. ThermoGem™ mats with bio-magnetic function have copper coils inside and are designed to be used flat on your bed, massage table or sofa. Only the special Chair Mat can be used both in horizontal position and for sitting in your chair, recliner or on the sofa. If you need to wrap your body only the flexible MediCrystal® and ThermoGem™ pads and blankets without PEMF function can be bent. Please, check MediCrystal® catalog for more details.

## TIPS: USE WITH CAUTION\*

1. **Extra care is necessary if you are diagnosed with diabetes.** If patient has a lot of sugar in the blood, it clots the blood vessels and causes nerve disorders. Some people with diabetes can, over time, develop nerve damage throughout the body. It is called diabetic neuropathy. If you have diabetic neuropathy and loss of sensitivity you should use a strict time/frequency/temperature protocol established by your doctor, and only under supervision. You should start very slowly and monitor your blood sugar.\*
2. Titanium pins, rods, artificial joints or any other modern surgical implants usually reflect FIR rays so they should be generally safe.

Titanium is only slightly magnetic. It does not perceptively interact with static magnets or PEMF, so it should be safe for such practice. But some joint replacements and piercings with other metals may be warmed by infrared rays or react to pulsed magnetic function. So **safety precautions should be taken if you lay with joint replacements in direct contact with the mat.** If you lay on your back and knee or hip replacements are above the mat, there should not be a problem. But of course **if you feel any discomfort in the implants area, it would be better to decrease the temperature and session length or to turn the PEMF function OFF.** It is also

- advised that you consult your surgeon and implant manufacturer.\*
3. **Silicon implants may be warmed by infrared rays, so safety precautions should be taken if you lay with implants in direct contact with the mat.** If one has breast implants but lays face-up, there should not be a problem. Usually silicon used in medical implants is known to melt at over 200 °C (392 °F), so it should not be adversely affected by infrared rays. Please, consult your surgeon and implants manufacturer prior to use of heat directly on implants areas.\*
4. Heating of the low back or low abdomen areas of a woman’s body during the menstrual period may temporarily increase their menstrual discharge. **Some women endure this process to gain the pain relief commonly associated with their cycle**, whereas others simply choose to avoid using the mat during that time of the month.\*
5. There should not be any contraindication for red light function. But still do not look directly at the red light generated by the LEDs for a long time without protective eye glasses. **Any bright light can be dangerous for the eyes.\***
6. **It is reasonable to protect groin area, face, head and all other areas sensitive to heat.** If contraception is not your aim, and **if you lay on the mat on your belly, it is important to protect your genitals.** You can use a cooling pad or make a non-permeable for FIR rays screen with a towel folded many times and covered with several layers of standard aluminum foil. It helps for short sessions.\*
7. **Children may use the mat with caution and under supervision of adults, preferably on low heat or negative ions mode only.** Consult with the child’s pediatrician before using the FIR mat and use common sense. Do not leave children or toddlers on the mat without supervision. They can walk, play or jump on the mat and damage inner sensors. Children can disconnect cables from the mat and put them into their mouths and get shocked. Take extra care if your child has access to the room where the mat or any other electrical device is located.\*
8. **If you use medicines applied by skin patches, you should definitely consult your doctor.** The absorption rate of a transdermal medication can change. If you use an adhesive, it may also unglue from your skin due to sweating.\*
9. Cats and dogs love amethyst and gemstone mats. They feel some energies better than humans. We suggest to **have an additional waterproof cover for the mat to protect it from any liquid and make sure your pet will not chew or scratch the cable, controller or pad. We recommend non-powered, non-electric amethyst or gemstone mats for pets.** Consult with a veterinarian prior to use mat for heating, PEMF or red light. Be careful with pets sleeping on the device. It should always be turned off without supervision.\*
10. **You should always drink A LOT before the session, during the session and after the session** – if you feel dry mouth it means that there is not enough water in the body. And it should not be just water, you may need to replenish some electrolytes and minerals as Ca, K, Mg, Na. Twitching may be a sign of these salts’ serious deficit or imbalance so if you sweat a lot herbal teas, fruit juices, and mineral water rich in K and Mg or mineral supplements may be necessary. Proper hydration also promotes all effects improving detoxification caused by sweating.\*
11. **Overusing the device on maximum temperature may result in excessive stimulation.** Use moderately on high temperature. Even if your mat can heat in a continuous mode, it is strongly recommended not to use the high heat settings for more than 3 hours for your

safety! Some temporary symptoms of organism detoxification (“healing crisis”) may occur especially if you start too fast.\*

12. **Detoxification high heat program should not be done without a doctor’s approval and supervision.** Some drugs, chemicals, and toxins which we take into our bodies with air or food end up getting stored in our fat tissue. They can affect you as you mobilize them and sweat them out. Before toxins are excreted and exit through the sweat pores they are absorbed from your decomposed by FIR heat fat tissues into the bloodstream. While traveling on their way to be eliminated, substances can exert the same effects that they do when you had originally taken them. **If a lot of residue was accumulated in your fat tissue and their release is too fast, the buildup of these poisons can make you feel worse. That is what is called detoxification or a “healing crisis”.** If you are chemically allergic or extra sensitive, the dangers of infrared function, regarding the release of toxins, may be serious. If you feel any signs of “healing crisis”, stop using the mat and consult your doctor as the same symptoms may be also the signs of serious illness.
13. William Rea, MD, one of the most knowledgeable doctors in the world regarding environmental toxicity and sauna detoxification, warns: **“Uncontrolled, too-rapid mobilization can have devastating effects on chemically sensitive patients.”** Of course it does not mean that chemically sensitive people cannot get rid of toxins. Just that it should be done very slowly and carefully, and with a doctor’s supervised detox program. **Slowly and gradually increasing heat level, session length, and frequency is the best path forward** and It is important to immediately decrease intensity, duration and frequency of sessions and contact your health professional if you feel symptoms of a “healing crisis”.\*
14. The most important thing when you start to use the mat is to avoid acupressure overstimulation and overheating. **If you would like to sleep on your mat, do it slowly, adapting your body to the pressure.** You can start with shorter sessions at bedtime with 3-D Pad and extra cushioning layers and move forward gradually. It is like acupuncture – there’s no need to overstimulate the body from the outset, it is better to increase the intensity of pressure slowly and continuously.
15. The same careful approach is appropriate to heat function. **Our skin sensors can easily detect the high temperature caused by standard conduction heat, but our ability to feel the effects of radiant infrared heat is limited.** The FIR warmth is much more penetrating, so the mat should be used on much lower sensible temperature than a standard heating pad, and it demands extra care, especially for long or all-night use. This especially refers to the larger sized mats, which are very powerful. **Please use such mat only on the lowest setting while sleeping.**
16. Minor reactions to low intensity PEMF sessions may occur in some individuals. Because PEMF practices result in many activities, some people especially with lots of toxins accumulated or just oversensitive to magnetic fields may experience slight discomfort, especially when using it for the first times. Lower frequencies from 1 to 10 Hz and shorter 10-15 min sessions are least likely to cause any negative reaction and are optimal to create a restful and balanced environment for relaxation and general well-being.

**Use common sense, self-educate, listen to your body and we hope you experience as many positive results as we have, now that you have your own ThermoGem® Mat.**

## TIPS: TROUBLESHOOTING

1. **Ensure the electrical wall socket that you’ve plugged the mat into is working correctly.** Plug another device into it to ensure it has power. If it is not working, consider checking the electrical panel as a breaker may have popped (or broken) and needs to be reset. Or try another electrical wall socket that you have verified is powering other devices. If you are using a surge protector, ensure

it is working properly. Plug another electrical device into and verify that it is working.

2. **Ensure the controller’s mat plug is pushed all the way in to the mat’s receptacle socket so that it is snug tight with no space at all between the plug and the mat’s socket.** A loose connection can

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cause loss of signal exchange between the mat and the controller, and when too many errors accumulate the controller's calibration may fail. Controller will show error messages or the mat will not heat up properly.

3. **Make sure that the power button on the controller has been turned ON.** The controller may show **OFF** on display. It means that either preset heating time is over or the connection between controller and mat is lost. Try adding time, powering the controller ON/OFF, or reconnecting it.
4. Please activate the timer button and choose one of the timer settings for the mat to start heating. **Some models of the controllers do not activate the heating and other functions unless a timer is set.**
5. Frequent reason for the new controller fault and errors is an incorrect order of controller connection. Please, **first connect the mat to the controller, and only after this plug the controller into an electrical outlet and turn the controller ON.** When you disconnect, first turn it OFF, then disconnect the plug from the socket, and only after this unplug the controller from the mat. **If you connect the controller to the power source first, the safety program may lock it and go into safe mode.** It may start to beep or will show OF or OP error on the screen. The same may happen if there is a loss of signal interchange between the mat and the controller. **To reset it just reconnect it in the correct order.**
6. **If controller shows errors, the easiest way to solve the problem is to reset it.** Disconnect the plug from the socket first and then from the mat connection terminal. When you disconnect the plug from the mat, please always do it carefully with two hands, holding the connector with one hand while the other hand pulls the plug. Pull the plug out of the connector on the mat carefully as well. **Do not pull it by the cable or the connection between the mat terminal and the controller plug may become loose.** After this always first reconnect the controller to the mat tightly and then plug it into an electrical outlet again. Be sure that the socket has electrical power, this can be tested by using any other electrical device.

**Reconnection and reset are the most common ways to eliminate errors and reload the controller.**

But if reconnection or any other way of troubleshooting do not improve the situation, it likely means that there is a problem with the

controller. If your controller was not accidentally damaged or flooded we will replace it ASAP, fast and free.

**For warranty service, please contact us at [support@MediCrystal.com](mailto:support@MediCrystal.com)**

7. **Do not worry if your mat is not hot to touch.** The FIR Amethyst Mat does not work like a conventional heating pad. Most of the energy from the mat, in the form of Far Infrared Rays heat, is transferred by radiation, and not by conduction (as is the case with standard heating pads, which are hotter to the touch but do not heat the body much). If the mat is left uncovered, it should be slightly warm on lower levels, warm on medium levels and very warm on high levels – but the transferred heating energy is actually much higher, and this warmth is far more penetrating. So the mat should be used on a much lower, more prudent temperature than a standard electrical heating device – and it demands extra care, especially for all night use.
8. **It usually takes around 30-60 minutes for the Mat to reach the maximum temperature if you put both a thick protector and a thick blanket on top.** The heating stops and resumes again when the mat cools down, to maintain the set temperature. During this time, the gems become very warm and emit radiant Far Infrared rays. For extra electrical safety the heating wires are positioned a short distance from the mat's edges so that the end tubes with crystals are heated indirectly by other stones (these stones may have a lower temperature). The surface temperature of the bare mat under the blanket, or under your body if you are on the mat, becomes hot to the touch, especially in those areas which are covered by film or mesh. **At maximum heat level it will reach 140-150 °F on the surface, if measured immediately after you stand up or remove the thick blanket. But if you measure the bare mat surface temperature in several minutes again it will be much lower, around 110-130 °F.** If the mat is uncovered, and room temperature is low or the air flow is strong, it will cool the mat very quickly. This is normal – when preheated, the crystals transfer most of the energy in the form of Far Infrared Rays. Hot stones radiate heat very quickly. If you keep your mat open without the protector pad, blanket, or your body on it, the heat is dissipated – and though the controller may continue to show rather high temperature inside the mat's heating elements, the surface will be merely warm to touch even on highest level.

eventually become loose and the mat will not work correctly.

1. The mat should not be used outside if you are not sure about weather. **Use it indoors on flat surface as massage table, bed, sofa, mattress or floor.** It's ok if the surface is not ideally hard and flat as board.
2. Only the flexible ThermoGem™ pads and blankets can be bent to wrap your body or used on chair or recliner while heating. Bio-Magnetic Amethyst Tourmaline Jade ThermoGem™ mats have PEMF coils and cannot be used in bent condition. Only a special Mat for chair can be used both to lay on and while sitting. Another option is the Belt or ThermoGem™ vests to wrap the whole upper body which is small, light and portable and may be the best to focus on lower back or any other specific area you need.
3. Sometimes controllers and even mat issues happen after power spikes. When hurricanes or storms are approaching, if you are not going to use your mat for a while, or if you are leaving your home for a weekend or vacation it is better to unplug the mat from the socket. The best is to keep the mat unplugged from the power socket always while it is not in use.
4. No need to unplug the controller connector from the mat connection terminal frequently. **If the controller always remains connected to the mat it is OK as this only helps prevent the connection from loosening.** Just remember to verify the tightness of the connections from time to time, especially if you sleep on your mat. If you have to disconnect the plug of the controller from the mat connection terminal always do this carefully and with both hands. Hold the connector with one hand while pulling the plug carefully with the other hand. If pulled by the wire it can break, or the connection may

You will not have to clean your mat at all If you cover it with our 3-D Air Mesh Pad Protector, use MediCrystal® Waterproof Cover, or at least a cotton or bamboo towel all the time.

Your ThermoGem™ Mat will stay clean for a very long time unless you use it uncovered or spill something on it.

1. Before cleaning, turn off the mat using the button on the controller and then unplug the device from its power source.
2. Do not use chemical solvents such as benzene or thinner or aggressive cleaning agents on the controller or mat, as they may damage the device.
3. Clean it as you would clean any leather or suede product that has electrical parts inside. Do not wash the device or controller with water. Do not put the device or the controller in a washing machine or dryer.
4. Do not get the mat wet. But even if occasionally you spilled

All new mats are covered for home use by 1-year limited warranty. The warranty period starts from the date of purchase.

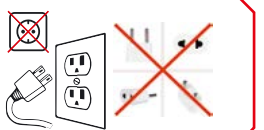
This warranty does not cover normal wear and tear, user abuse, physical impacts or damage, professional or commercial use, and applies to:

- The original owner / purchaser of the product only
- Normal personal or family use of product in a general home/office environment.

MediCrystal LLC warrants to the original purchaser that the products are free of defects in workmanship and materials, during the applicable warranty period.

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**If your mat is rated for the North American 110-120V voltage and your controller is with the U.S. standard NEMA 5-15P (two-pole with ground pin) plug, use it only with the step-down 220-250V to 110V voltage converter in the 220-250V 50Hz countries. The maximum wattage of such converter should be at least 2-3 times higher than the mat's power consumption. Do not connect the 110-120V mat into the 220-250V outlet through an adapter. If you plug in a device that isn't rated for the outlet's voltage, it may be severely damaged, and cause fire risks!**



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## WARRANTY

After the warranty expires, we will still take care of any repairs, at minimum cost.

Whether the problem is with the mat itself or the controller, we will provide you with a replacement as soon as possible.

Shipping and return shipping are both free for warranty issues.

You can also buy a 4-year extended home use warranty or 2 years professional use warranty.

It costs 50% for mats with additional functions like PEMF or Photons.

To activate warranty or purchase additional one, please, contact us at [support@MediCrystal.com](mailto:support@MediCrystal.com)

## LEGAL DISCLAIMER

products are marketed for consumer home use and the customer holds ultimate responsibility for any use of the device or information and for all consequences. MediCrystal LLC assumes no responsibility for the improper use of and self-diagnosis and/or treatment using the products. You fully understand that the use of the products and related information is solely done at your own risk. MediCrystal LLC does not represent or warrant that these materials are accurate, complete, current, reliable or error-free. None of MediCrystal LLC or any of its directors, employees, agents or representatives will be liable for damages, claims, expenses or other costs including without limitation legal fees arising out of or in connection with the use of, or inability to use, any information contained here, in the information, owner's guide or websites. This is a comprehensive limitation of liability that applies to all damages of any kind, including without limitation compensatory, direct, indirect, and exemplary and all other damages, income or profit loss or damage to property and claims of third parties (please, see full text of Legal Disclaimer in MediCrystal® catalog or on [MediCrystal.com](http://MediCrystal.com) website).

Please, watch our  
educational videos on  
**Youtube/MediCrystal**



**MediCrystal®**

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