

Dear Biomat Owner,



Are you using your Biomat properly?

1. Always cover your Biomat with the quilted pad it came with.
This allows the heat from Far Infrared Rays to be evenly distributed and avoids 'too hot' spots.
2. Keep the quilted pad clean by washing in non-toxic detergent.
When possible, air-dry to increase longevity of the pad although the pad can be placed in the dryer on low heat.
3. Check the surface of your Biomat regularly (once a week).
Clean the surface with a narrow vacuum attachment if needed.
Contact RichWay Repair dept. if the plastic 'window' is broken.
Email customerservice@richwayusa.com with your Product Registration Number and purchase date from your Invoice. You will be given a quote based on product purchase date/warranty.
4. During hot weather, "negative ions only" is a great option.
5. Drink 8 ounces of 'clean' water and salt such as Himalayan or 'Detoxi' salt before and after Biomat use to stay well hydrated and re-mineralize.
6. Use the Biomat in a quiet space to maximize Biomat benefits. *No phone calls or TV watching.*
7. Refer to USER GUIDE & MANUFACTURER CAUTION BEFORE BIOMAT USE.



Frequent Electrical Outage in your area?

1. Plug your Biomat into a Surge Protector.
2. Unplug when done with use as per manufacturer recommendation.

When the Controller Alarms – what do I do?

1. Unplug the unit from the wall or surge protector
2. Unplug from the mat
3. Plug back into the mat securely
4. Plug back into the wall or surge protector



Do you Sweat a lot when using the Biomat?

1. Place an absorbent beach towel [natural fabric only] on top of the quilted pad. Wash as needed.
2. Consider purchasing a Waterproof Pad – sizes for Mini & Pro Biomat *only*.

Do you own a Quantum Energy Pad?

1. Place OVER the quilted pad that came with the Biomat.
2. Shake out periodically to reshape.
3. Wash the zippered layer ONLY as recommended by manufacturer.



HOLIDAY decorations are out! Is it possible? ...

Are Holiday presents already on your mind? Think of how the Biomat has helped your health.

Could someone you know also benefit from owning one?

Contact us to discuss the best product for someone you care about.

PLAND AHEAD to ensure your product arrives on time for gifting [holidays, birthdays & anniversaries, etc.]. Allow 10-14 days for delivery.

ORDER EARLY to avoid shipment delays from a product placed on 'back order'.



At your service ~ Jocelyne, Jeff & the Universal Biomat Team

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