

**HUG**®

by

**LAUGH**

Supported by



# Instructions for setting up and using HUG

[www.HUG.world](http://www.HUG.world)

# How to use HUG

HUG is a soft comforter, designed to be cuddled. It has weighted limbs and a soft body that contains a beating heart and a music player that can be programmed to play a person's favourite music.

**Place the upper arms of HUG around your shoulders and place your hands onto HUG's back.**

**Relax and enjoy the music as HUG returns the cuddle.**



- > To turn on the unit for heartbeat and sound, open zip on the side of HUG.
- > Locate electronics unit in pouch of inner cushion.
- > Remove electronics unit.
- > Slide the switch to 'low' or 'high', depending on your preference.
- > Adjust music volume using dial.
- > Return unit to inner cushion and close zip.



# Adding music to HUG

**Listening to music that is personal to you can evoke memories, bring connection and joy.**

**The HUG unit is provided empty, ready for you to add your own music.**

- > Switch on heartbeat.
- > Plug USB cable into electronics unit and connect to USB port on computer.
- > Electronics unit shows as a 'drive' on computer.
- > Add your MP3 music files onto the drive.
- > Once finished, eject safely from computer and unplug cable.
- > Switch heartbeat off and on again, and music will play.



Guidance and resources for adding music and creating playlists are available at:  
[www.HUG.world/music-playlist](http://www.HUG.world/music-playlist)



# Charging HUG



**Battery life: up to 2 days  
with continuous use**

**Red battery light  
indicates low battery**

- > To charge, remove the electronics unit from inner cushion.
- > Plug USB cable provided into charging point on side of the unit.
- > Use 3-pin plug provided to charge unit via wall socket.
- > HUG takes 4 hours to fully charge. Charging light turns red when charging and green when fully charged.
- > Fully charge unit before use.



Information on introducing HUG and links  
to online training are available at:  
[www.HUG.world/introducing-HUG](http://www.HUG.world/introducing-HUG)



# Cleaning HUG

Please follow these step-by-step instructions for cleaning HUG

1. Remove electronics unit
2. Remove inner cushion

**Spray clean inner cushion only**

3. Spray and wipe



Spray clean

**To wash outer cover in a washing machine:**

4. Zip into bag provided
5. Place in washing machine



Delicate wash



Dry naturally



Do not iron

# How to use HUG safely

- > Always supervise the use of this product.
- > Only charge the electronics unit when fully removed from the inner cushion. Use the charging cable provided.
- > Do not get the electronics unit wet and remove from HUG before any cleaning procedure.
- > Do not machine wash the inner cushion; spray clean only.
- > Do not attempt to modify or disassemble the electronics unit beyond those described in this manual.
- > Parts of HUG can be recycled. If you no longer want to use HUG please contact us.

## #myHUG

Share your photos of HUG, we'd love to see them!



## We hope you enjoy using HUG

HUG has been created from research involving people affected by dementia.

For more information visit: [www.HUG.world](http://www.HUG.world)

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