Re Pillow 2 系列使用小貼士

Q: 如何找出適合自己的枕頭高度？
A: 每人的睡姿都不一樣，但不論睡姿，能讓脖子維持其自然弧度，不要被逼前傾或後傾便是最佳的枕頭高度。大部份人的脖子都是微微前傾的，所以若過份追求要身體頭、頸、身體成一直線是未必合適自己，反而會造成不適，我們建議客人可以多晚時間測試不同的枕頭填充量，了解最合適自己睡姿的枕頭高度，找出自己最舒適的枕頭填充份量。根據客人反映的經驗，當客人一找到合適自己的枕頭高度後，便不用再調節，而且會非常喜歡自己的枕頭。

絕大部份客人都可以自己按感覺調節到合適的枕頭高度，但如果客人需要更多協助，我們最近亦增加了 Support 網站 https://support.repillow.co，上面有更多詳細解說如何調節枕頭高度及一些疑難解答。

Q: Re Pillow 2 要如何調整高度？
A: Re Pillow 2 採用了第一代大受好評的過量填充設計 (Overfilled Design)，這代表我們的枕頭有充分足夠的內芯物料，讓用家有更大的自由度調節。想降低枕頭高度的話，只需拉開旁邊的拉鍊，便能將內裡的棉料取出，調較至適合自己的高度。我們有額外提供了密實袋來保存取出的棉料。此外，我們會於一年內為閣下提供一次補充包服務。假若需要更多內芯物料作調節，歡迎電郵至顧客服務 support@repillow.co 申請索取。

Re Pillow 2 系列使用及保養説明

為了讓閣下的 Re Pillow 2 產品能夠更長時間保持最佳狀態，請參考此説明去保養你的枕頭。

1. 不要坐/站在你的 Re Pillow 2 產品上：我們枕頭的設計是用來睡覺時承托頭部使用，不宜用來坐/站上去，因為經常這樣做，會對枕芯做成難以復原的傷害。

2. 請套入枕頭袋使用，並定期清洗枕頭袋，確保衛生。

3. 雖然枕頭不是經常清洗之物品，但在設計時，Re Pillow 2 是特意做成可以整個放進洗衣機清洗的。為了確保清洗不會令防水防污效能減少，我們親自請了 NANOTEX 實驗室對枕頭表層進行多重嚴謹測試，當中包括機洗測試，而實驗室報告顯示，經過 10 次機洗（一般人可能每年才清洗枕頭一次），防水防污效能仍然超越 NANOTEX 要求的標準，因此不用擔心。但切記要將枕頭完全乾了才使用（不論風乾/乾衣機烘乾）。（更多清洗説明，請見：https://support.repillow.co）

4. 在每次調整內芯物料後，請將枕頭拿起搖動及用力拍打，亦將枕頭四邊向內推，使枕頭內芯物料分布重新變得平均才使用。（影片示範説明，請見：https://support.repillow.co）

5. 由於我們使用填充式設計，枕芯物料的棉是可以自由移動的，在長時間使用後，枕芯棉有可能會因為你的使用習慣而移動，變得不平均，某些部份可能較其他地方矮。可是，與其他如記憶枕不同的是，記憶枕扁了就不能回復，但我們的枕頭若然某些部份矮了，是可以回復的，你可以做以下其中一件事：

- 我們建議先將枕頭拿起大力搖動或拍打，並且將一些較聚在一起的棉芯打散，盡量將它們拉鬆，使枕頭內芯物料分布重新變得平均。
- 如果你曾取出內芯物料調節，可考慮會否可能取出了太多，使枕頭內芯不足。
- 最後，你亦可以將 Re Pillow 2 整個放進洗衣機清洗及放進乾衣機烘乾，這個洗配合烘的做法可讓枕頭內芯重新蓬鬆起來。在我們內部測試，以高溫設定在乾衣機乾了 40 分鐘就完全乾透。但每一部乾衣機溫度都不一樣，以上數字僅供參考。

6. 香港氣候較潮濕，而如果家中較為缺乏陽光、通風欠佳或客人睡眠體溫較熱，可能會令枕頭受潮變實。如有此情況，建議可以將枕頭放入乾衣機烘乾，蒸發當中肉眼看不見的水珠。根據我們內部測試和客人回饋，此舉對改善問題成效顯著。

客人於購入枕頭一年內，可以免費索取約為枕頭內芯物料25%份量的補充包，以作調整枕頭高度之用，如有需要，請隨時電郵聯絡 support@repillow.co

在電郵內，請提供：您的姓名、購買日期、購買方式（若然於百貨公司購買，請提供收據副本證明）、電郵（如果是在網上購買/在太古城購買時有留下電郵，請填寫當時使用的電郵）、訂單號碼（在百貨公司購買不會有訂單號碼，但如在網上購買/在太古城購買是會有的，訂單號碼會在訂單確認電郵標題上，由 # 或 #S 開頭的數字）、補充包寄送地址（順豐站或上門均可）及送貨聯絡電話及索取補充包數量（每個枕頭可免費取一包，如購買兩個枕頭可取兩包）。我們收到閣下電郵後會回覆您並且安排寄送補充包給您。

如於百貨公司購入枕頭，因為我們不會有客人購物紀錄，建議客人可先為購物收據拍照記錄，以便日後需要索取補充包時使用。

進入我們全新 Support 網站（調節枕頭貼士、常見問題、索取更多內芯調節枕頭）
https://support.repillow.co/

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Using the Pillow

Everyone sleeps differently. But one thing in common is that the best pillow height for all of us, regardless of our sleeping position, is where our neck can rest comfortably in its natural curvature. We recommend taking a few nights to find out your perfect pillow height. We have deliberately overfilled our pillows to give you more room to work with the best pillow height for yourself. Please take out the filling materials via the zipper at the side of the pillow. If you need any more fillings, contact us at support@repillow.co within one year and we will send you a refill pack.

Care Instructions

All of our products are crafted to last - and naturally, they need a little care from time to time to keep them doing their best.

1. Avoid sitting/standing on your pillow. Our pillows are designed to support your head while you are taking a rest. Sitting/ standing on the pillow often could cause irreparable damages to the pillow.

2. We recommend using a pillowcase and wash the pillowcase often.

3. Although pillows are not typically designed to be washed, when we were designing the Re Pillow 2, we have taken the time to make this product washable. To ensure that the NANOTEX fabric would not suffer from machine washes, we have engaged the NANOTEX laboratory to help us test out our pillow fabric after washes. The report showed that after 10 washes (noted that most people would only wash their pillows once a year, if ever), the resist spills capacity of our pillow fabric is still higher than that required by NANOTEX itself, so there is no concern about that. Something that is worth paying attention to - please ensure that the pillow is completely dried (by hang dry/ drying in the clothes dryer) before use.

4. "Shake well before use" - seriously. Please ensure that you have made the fillings in the pillow evenly distributed after you have adjusted the filling level of the pillow by shaking the pillow vigorously and pushing the sides towards each other, and press the top and bottom together. Please refer to the video here for a demonstration: https://repillow.co/instvid

5. Given that the Re Pillow is a filling-based pillow, the filling material inside is designed to be capable of moving around. After prolonged use, there could be a possibility that certain areas of the pillow would appear to be flatter than other areas. No worries, unlike memory foam pillows, this sort of "flattening situation" in our pillows could be easily fixed. Please do one of the following:

a. Please shake the pillow vigorously and hit it hard from all kinds of directions. Specifically, hit those spots where it appears to be a chunk of fillings accumulating together, let them spread out evenly again.
b. If you have taken too much fillings out, consider putting back some in.
c. Ultimately, you may consider putting the pillow into the washing machine and then dry it with a clothes dryer immediately afterwards. This technique is proven to be effective in re-fluffing a pillow. From our internal testing, our pillow would be completely dried after 40 minutes of drying. Please do note that all dryers are different, and this number is just for reference only.

6. Given the humid climate in Hong Kong, some users may found that the pillow gone stiffer over time if their home are a bit more humid or that they sleep a bit hotter than average. This issue can be resolved by putting the pillow into the dryer for a cycle so that the moist built inside the pillow over time can be evaporated.

If you need some extra fillings for adjustments, please feel free to drop us a line at support@repillow.co . We will send you a refill pack, which is about 25% of the original filling level, to your door, for free. Please include your name, date of purchase, sales channel, order email (if applicable), order number (if applicable) shipping address, delivery contact number and the number of refill packs requested. We will ship you the refill pack after we received your email.

Support Website (in Chinese)
https://support.repillow.co/

Contact us: support@repillow.co

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