



med
massager
PLUS



owner's manual
body & foot massagers

medmassager.com

189 Continuum Drive, Suite A, Fletcher, NC 28732, USA



thank you for purchasing the MedMassager™

Please visit our website **BEFORE**
using your massager for the first time
at MedMassager.com/Techniques
or scan the below QR code.



questions? please call our help line:
USA 877.501.6334 international 1.828.475.6022

On behalf of the men and women around the world who have worked tirelessly to bring you these remarkable massagers, we thank you for your faith in our company and our incredible products.

This product has been built with the highest quality craftsmanship and to exacting standards. Produced in an ISO 9001 Certified facility, this massager conforms to MSDAP (Medical Device Single Audit Program).

The massager that you are holding in your hands may arguably be the finest therapeutic massager in the world today. We appreciate the faith you have placed in our well-built products and reciprocate with the most comprehensive warranty program available.

See page 26 to choose the one that is right for you.

MedMassager™ is dedicated to helping our customers achieve a better and healthier lifestyle with the help of our innovative products. However, you should never substitute at-home therapy for professional medical consultation. Persistent ailments and symptoms could indicate more serious conditions and you should consult your physician before use. Please make sure you fully understand the important safety instructions on the following pages and watch the instructional videos on our website before using your massager for the first time.

For more information, how-to videos,
frequently asked questions or to connect with us directly,
please visit our website at MedMassager.com.

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body massager techniques to maximize your MedMassager™ experience

Although you can use the body massager over any joint or muscle group, there are standard precautions that must be addressed with any medical device.

1. Chronic and persistent pain can be the sign of an underlying condition. If you do not find even temporary relief with the MedMassager™, then you should consult a physician.
2. **DO NOT** use the body massager on anyone who is pregnant or may be pregnant.
3. **DO NOT** massage over a pacemaker or any other implanted device such as a pain pump.
4. **DO NOT** use on the top of the head or temples.
5. **DO NOT** use over an infected area.
6. **DO NOT** use over a diagnosed deep vein thrombosis (internal blood clot).

NOTE: When first starting to use your MedMassager™ unit, we recommend you begin on the lowest speed setting and then gradually try higher settings to your preference of comfort and relief.



for more advanced treatments and discussion on conditions

Visit MedMassager.com/Techniques for a more involved treatment regimen, as well as, a more thorough and professionally-written understanding of the treatments and why they work for specific conditions.

important safety instructions

This series of products is mainly used for home use, please use it under the guidance of the seller for non-household use, and use it under the guidance of a doctor for therapeutic purposes.

Read all instructions before using the body massager.

DANGER –THIS MASSAGER IS NOT WATERPROOF.

When using an electrical appliance, basic precautions should always be followed, including the following:

- To reduce the risk of electric shock, always unplug the unit from the electrical outlet immediately after using and before cleaning.
- **DO NOT** reach for the unit if it has fallen into water. Unplug it immediately.
- **DO NOT** use while bathing or showering.
- **DO NOT** place or store the unit where it can fall or be pulled into water.
- **DO NOT** drop water or other liquids onto the unit.

general safety warnings

- To reduce the risk of burns, fire, electric shock or injury to persons, the unit should never be left unattended when plugged in. Unplug the unit when not in use.
- **DO NOT** operate under a blanket or pillow. Excessive heating can occur and may cause fire, electric shock or injury.
- Close supervision is necessary when the unit is used by children or people with disabilities.
- Use the unit only as described in this manual. Do not use attachments unless supplied by MedMassager™ and intended for use with this product.
- Never operate this unit if it has a damaged cord or plug.
- **DO NOT** carry the unit by its cord or use the cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate this unit on a soft surface where the air openings may become blocked. This will result in overheating and may cause burns, fire or electrical shock.
- Keep the air openings free of hair, lint or other debris.
- **DO NOT** use outdoors.
- **DO NOT** operate around aerosol products or when oxygen is being administered.
- To disconnect, turn all controls to the **OFF** position, then remove the plug from the outlet.
- If the unit is damaged or not working properly, contact MedMassager™ for service or repair. **DO NOT** open the unit to service it yourself.

- **DO NOT** use this unit if you have a serious disease, inflammation of the skin, hemorrhage tendencies or while pregnant, unless otherwise directed by your physician.
- Use common sense when operating this unit. It is an electrical device and if used improperly may cause injury, or even death.
- As with any health issue, always consult with your doctor if you are unsure about a change in your routine.

PLEASE MAKE SURE TO SAVE THESE INSTRUCTIONS.

battery warnings

- Prevent accidental powering on of machine. Ensure the switch is in the off-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or carrying while the switch is in the on-position may lead to accidents.
- Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- Under abusive conditions, liquid may leak from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, immediately seek medical help. Liquid leaked from the battery may cause irritation or burns.
- **DO NOT** use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- **DO NOT** expose the battery pack or appliance to fire or excessive temperatures. Exposure to fire or temperatures above 130°C may cause explosion.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- **DO NOT** modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.

low back



Place the MedMassager™ along the muscles spanning the spinal column. Slowly move the unit from area to area or rhythmically move the unit up and down. If you have cramping or a specific tender area, keep it at that spot for several minutes. This will help stimulate blood circulation in the muscle tissue.

You can also sit in a high-backed chair or sofa with the body massager between you and the back at any level you need as high up as the neck.

DURATION: This treatment can be used up to 15 minutes at a time, several times a day until spasms are relieved.

mid & upper back



It's very helpful to have someone help you with this area, but holding the body massager against the back of a chair also works quite well (see above technique in "low back pain"). The muscles spanning the spinal column in the low back and/or neck most often suffer from tightness and stress.

Move the unit up and down the spine in a gentle circular motion concentrating on specific tender areas or trigger points. It is especially helpful to massage around the edges of the shoulder blades.

DURATION: This treatment can be used up to 10 minutes at a time, several times a day until comfort is achieved.

shoulder



Pain specific to the shoulder itself should be massaged around the muscle cap of the shoulder (deltoid), down the back of the shoulder (rotator cuff) and on the front of the shoulder - partially into the big chest muscle (pectoral).

DURATION: This treatment can be done for 5 to 15 minutes at a time, several times a day until comfort is achieved.

thigh & hamstring



The big front thigh muscles (quadriceps) and the back of the thigh muscles (hamstrings) can be relieved of muscle pain by rhythmically moving the MedMassager™ from the top of the leg down to the knee and back.

Additional pain relief can be achieved if you stop in the middle of the muscle and keep the massager directly over the affected area for a few minutes.

DURATION: This treatment can be done for 5 to 15 minutes at a time, several times a day until comfort is achieved.

knee



Generalized knee pain can be caused by many problems, but here we will discuss knee pain caused by simple arthritis or a mild strain. Treatment centers around lessening the pain in the joint and the surrounding muscles.

Begin using the MedMassager™ on a low setting for the first 1 to 2 minutes. Then, slowly bring up the speed to the most comfortable setting or what feels best to you. If you are able, use a rhythmic motion, which can be in circles or simply back & forth with mild to moderate pressure.

DURATION: This treatment can be done for 5 to 15 minutes at a time per knee, several times a day until comfort is achieved.



Carpal tunnel syndrome (CTS) is irritation in the median nerve as it passes through the groove (tunnel) between the hand bones. Spanning over the tunnel is the transverse carpal ligament. When a ligament becomes inflamed due to overuse, the swelling creates pressure within the tunnel, thus putting pressure on the median nerve.



Tendinitis is the inflammation of a tendon. There is a tendon at the end of each muscle and when muscles are used over and over for an activity, the tendons can become inflamed, as the muscle is constantly tugging on it.

Begin using the MedMassager™ on a low setting for the first 1 to 2 minutes. Then, slowly bring up the speed to the most comfortable setting or where it feels best to you. Rest the massager on the area that is painful. It may be easier to turn the massager upside down and rest the affected area on the soft massage pad.

DURATION: This treatment can be done for 5 to 10 minutes at a time, several times a day until comfort is achieved.



The technique pictured to the left not only relieves cramping in the calf area (gastrocnemius), but also relieves the tired achiness that often shows up in the outer lateral muscles of the lower leg (anterior tibialis). Using the technique pictured is also an excellent treatment for pain caused by Restless Legs Syndrome.

Begin using the MedMassager™ on a low setting for the first 1 to 2 minutes. Then, slowly bring up the speed to the most comfortable setting or where it feels best to you. While seated or laying down, turn the massager upside down and rest the affected area on the soft massage pad.

DURATION: This treatment can be done for 2 to 10 minutes at a time, several times a day until comfort is achieved

Neck pain can be caused by many different conditions. Please get a diagnosis from your healthcare professional to make sure you do not have a serious condition that needs to be addressed immediately or something for which exercise or massage may be detrimental. These techniques are safe to address pain caused by muscle spasms from stress, fibromyalgia or minimally-involved neck arthritis.



Problems of the spinal column in the neck area show up as severe muscle spasms from the side of the neck to the top of the shoulder with the most sensitive areas (trigger points) a couple of inches away from the spinal column. There is a ridge on the back of the head called the occiput or occipital ridge, where several neck muscles attach. When the muscles attached to the occiput are tight and in spasm, you can get "occipital headaches," more commonly known as tension headaches.

Begin using the MedMassager™ on a gentle low-number setting and massage directly below the occiput. Continue massaging trigger points of the neck muscles and the occipital ridge.

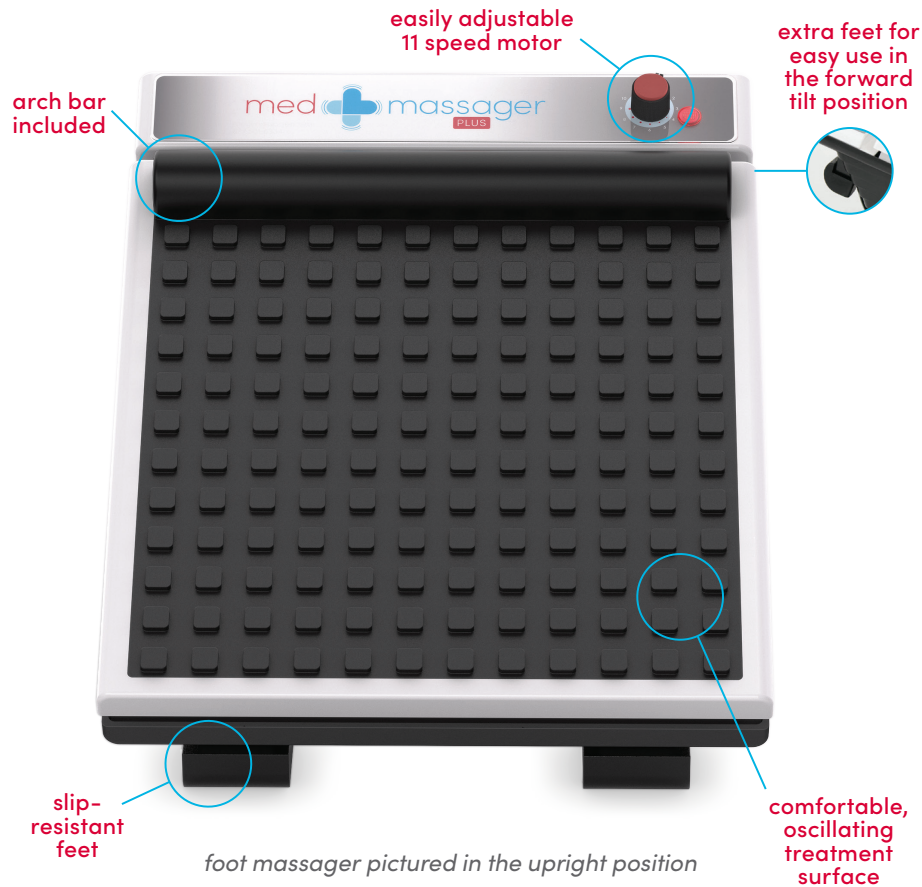
DURATION: This treatment can be done for 10 to 15 minutes at a time, several times a day until comfort is achieved.

Caution: Tie up long hair to ensure that it is not caught in the motor of the massager.

foot massager techniques to maximize your MedMassager™ experience

Unlike less sophisticated massagers, the MedMassager™ foot massager doesn't vibrate. It oscillates in order to give you the best massage possible.

NOTE: When first starting to use your MedMassager™ unit, we recommend you begin on the lowest speed setting and then gradually try higher settings to your preference of comfort and relief.



for more advanced treatments and discussion on conditions

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- **DO NOT** place or store the unit where it can fall or be pulled into water.
- **DO NOT** drop water or other liquids onto the unit.

general safety warnings

- To reduce the risk of burns, fire, electric shock or injury to persons, the unit should never be left unattended when plugged in. Unplug the unit when not in use.
- **DO NOT** operate under a blanket or pillow. Excessive heating can occur and may cause fire, electric shock or injury.
- Close supervision is necessary when the unit is used by children or people with disabilities.
- Use the unit only as described in this manual. Do not use attachments unless supplied by MedMassager™ and intended for use with this product.
- Never operate this unit if it has a damaged cord or plug.
- **DO NOT** carry the unit by its cord or use the cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate this unit on a soft surface where the air openings may become blocked. This will result in overheating and may cause burns, fire or electrical shock.
- Keep the air openings free of hair, lint or other debris.
- **DO NOT** use outdoors.
- **DO NOT** operate around aerosol products or when oxygen is being administered.
- To disconnect, turn all controls to the **OFF** position, then remove the plug from the outlet.
- If the unit is damaged or not working properly, contact MedMassager™ for service or repair. **DO NOT** open the unit to service it yourself.
- **DO NOT** use this unit if you have a serious disease, inflammation of the skin, hemorrhage tendencies or while pregnant, unless otherwise directed by your physician.
- Use common sense when operating this unit. It is an electrical device and if used improperly may cause injury, or even death.
- As with any health issue, always consult with your doctor if you are unsure about a change in your routine.

PLEASE MAKE SURE TO SAVE THESE INSTRUCTIONS.

operating instructions

THIS MASSAGER IS NOT A TOY. ADULT SUPERVISION IS NECESSARY.

- Before each use, check the power supply cord and that every part is in good working condition. All parts must be firmly assembled.
- Make sure that the speed switch is in the **OFF** position before plugging the unit in.
- Check the silver model label affixed to the unit for the correct operating voltage: 110-120V for North American models & 220-240V for European, African and Australian models. DC 12V is applicable to all regions.
- Plug the unit into an electrical outlet of the same voltage as your model.
- Turn the unit to the desired speed and use as suggested below.
- When finished, turn the switch back to the **OFF** position and unplug the unit. The unit may emit a buzzing sound when left plugged in, even with the speed knob on the off position. This is normal operation since the unit is always on "standby mode" when plugged in.

using the foot massager

- Place the foot massager on a hard, firm surface. Carpeting is recommended or the use of a rug may be necessary when using the massager on wooden or ceramic flooring.
- Turn the massager on, starting with the lowest speed. Place your feet (with socks on or with shoes on) onto the foot pad. You can then adjust the speed to a comfortable setting.
- You can use the arch bar on the top of the foot pad for added stimulation of the toes, arch and heel.
- Rocking the massager forward allows you to stimulate the calf area and shins more effectively.
- **DO NOT STAND ON THE MASSAGER.**
Irreparable damage will be inflicted to internal parts.

maintenance

- Turn the massager to the **OFF** position and unplug the unit.
- To clean the pad, use a moistened towel with a light amount of natural detergent or a baby wipe. Harsh detergents, abrasives, chlorine and solvents will damage the surface of the unit and are not recommended.
- **DO NOT** attempt to clean or lubricate the internal parts.
- The power cord should always be untangled and free of any knots to avoid electrocution or fire.
- For storage, coil the cord around the unit and store in a cool, dry, lint and dust-free place.

service of double-insulated products

*In a double-insulated product, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated product, nor should a means for grounding be added to the product. **Servicing a double-insulated product requires extreme care and knowledge of the system, and should be done only by qualified service personnel.** Replacement parts for a double-insulated product must be identical to the parts they replace. A double-insulated product is marked with the words "DOUBLE INSULATION" or "DOUBLE INSULATED." The symbol (square within a square) may also be marked on the product.*

calf & Restless Legs Syndrome



The foot massager is clinically proven to improve Medical Outcomes of Sleep and RLS QOL (Restless Legs Syndrome Quality of Life) in a two-year controlled clinical trial. Visit <https://www.bit.ly/TreatmentForRestlessLegsSyndrome> to learn more.

For proper treatment of calf pain (gastrocnemius muscle) and to achieve relief from pain caused by Restless Legs Syndrome, use your foot massager tilted on its front with calves resting on the treatment surface.

The massager stimulates the blood flow of the legs, thus relaxing the calf muscles while the arch bar relaxes the Achilles tendons.

DURATION: This treatment can be used up to 15 minutes at a time, several times a day.

tired feet and ankles



It's very helpful to have someone help you with this area, but holding the body massager against the back of a chair also works quite well (see above technique in "low back pain"). The muscles spanning the spinal column in the low back and/or neck most often suffer from tightness and stress.

Move the unit up and down the spine in a gentle circular motion concentrating on specific tender areas or trigger points. It is especially helpful to massage around the edges of the shoulder blades.

DURATION: This treatment can be used up to 10 minutes at a time, several times a day until comfort is achieved.

toes



With the foot massager in the upright position, curl your toes over the arch bar and set the speed to your comfort level. This can help relieve the pain of arthritis while the rest of the foot also gets the benefit of increased circulation.

DURATION: This treatment can be done for 2 to 10 minutes at a time, several times a day.



Heel and bone spurs are accumulated calcium deposits that form on the bones or your feet. They can be very painful and will sometimes need to be addressed with surgical intervention to scrape the spur.

With the foot massager in the upright position, place your feet on the treatment surface. Begin on the lowest setting for the first 1 to 2 minutes. After that, begin to gradually bring up the speed to the most comfortable setting for you.

If you are fortunate enough to own both the MedMassager™ foot and body massagers, you can use them in succession for this treatment, by placing your feet on the foot massager and the body massager on top of the feet simultaneously. If the painful area is at the Achilles tendon, follow the above technique by placing the body massager face up on the floor. Place your heel on the pad and turn to the desired speed setting. Massage the area for 5 to 10 minutes at a time. Alternately, you can use the handles on your body massager to run the massager over the general area that is hurting.

DURATION: This treatment can be done for 5 to 10 minutes at a time, several times a day.



Plantar Fasciitis is the inflammation of a thick band of tissue that connects the heel bone to the toes. This can be a very tender area, so we recommend using socks with this treatment.

Using your foot massager in the upright position, move your foot slowly and rhythmically over the arch bar until the area begins to relax.

DURATION: This treatment can be done for 15 minutes at a time, several times a day.

Diabetes is a serious disease that needs to be followed by your medical doctor. Neuropathy, or nerve damage, causes numbness, tingling and/or pain in the lower extremities. If coupled with diabetes, the combo can complicate treatment, so care must be taken. The added effect of poor circulation can lead to diabetic leg sores, swelling and difficulty healing any open skin.

Peripheral neuropathy (the loss of normal sensation in one or more extremities) can be caused by several reasons, including diabetic neuropathy. Other known causes are a pinched nerve in the low back or neck, multiple sclerosis, or neuropathy caused by medications or chemotherapy. Symptoms of peripheral neuropathy are numbness and lack of normal feeling (sensation) in the lower legs or arms. Along with numbness, you can experience tingling sensations, pain and ache, as well as, occasional feelings of cold, heat or burning. This condition must be addressed with your medical doctor and you may be referred to a specialist. We do not recommend direct skin massaging for anyone with open sores or very fragile skin. If there is complete numbness in the area, we recommend that clothing or shoes and socks be worn when using the massagers. You can use your MedMassager™ foot massager for excellent indirect treatment that will stimulate blood flow and help reduce swelling, also known as edema.



With the foot massager in the upright position, place your feet on the treatment surface. Begin on the lowest setting for the first 1 to 2 minutes. After that, begin to gradually bring up the speed to the most comfortable setting for you.

If you are fortunate enough to own both the MedMassager™ foot massager and body massager, one of the best treatments is to run the body massager over the top of your feet simultaneously with the foot massager.

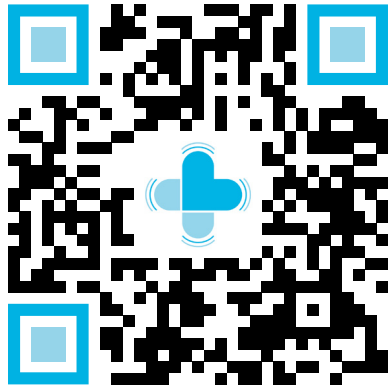
DURATION: This treatment can be used up to 15 minutes at a time, several times a day.

extended warranty program

add extra peace of mind to your MedMassager™ ownership

Your MedMassager™ is a significant investment in both your health and future. It is, by far, the most effective massage equipment available for both clinical and home use and is designed for years of carefree performance. Our customers demand the best in customer service as well as performance engineered equipment. That's why they deserve the best in factory-backed extended warranty coverage.

to register your machine or to increase your warranty coverage, please scan the QR code or visit medmassager.com/warranty.



All MedMassager™ factory warranties are subject to the following conditions: coverage on all extended warranty plans begins on the original product purchase date. Warranty must be registered within 30 days of product purchase. These factory warranties do not cover damage caused by misuse or abuse, accident, the attachment of any unauthorized accessory, abnormal wear and any other conditions that are beyond the control of MedMassager™.

MedMassager™ shall not be responsible for any type of incidental, consequential or special damages. This includes, but is not limited to, those implied warranties of fitness and merchantability, which is limited in the total duration of one year from the original purchase date. You will be responsible for all shipping costs to and from the repair facility.

These plans are not valid on products for commercial purposes, public, rental or communal use. Please contact the MedMassager™ Warranty Service Center at 877.501.6334 to inquire about factory commercial warranties.

These warranties provide you with specific legal rights. You may have additional rights that may vary from state to state because of the individual state regulation, some of the above limitations and exclusions may not apply. All warranty programs are subject to a maximum of three lifetime repairs or replacements.

Any of these warranty plans may be canceled by MedMassager™ without notice for, but not limited to, fraud or material misrepresentation. All provisions are accurate at the time of printing. Please visit www.medmassager.com for the most up-to-date, and accurate warranty provisions and exclusions.

reflexology

what is reflexology?

Reflexology is a therapy based on the principle that there are small and specific areas of innervation in the hands and feet that correspond to specific muscle groups or organs of the body. In this system, the nerve endings in the extremities provide a “map” of the rest of the body; i.e., the base of the little toe represents the ear, or the ball of the foot represents the lung. By applying pressure on particular areas of the hands or feet, reflexology is said to promote benefits such as the relaxation of muscles, easing of tensions, and improved circulation. This type of therapy also supports normalized function of each corresponding area of the body.

how MedMassager™ can help

The MedMassager™ is very effective at stimulating the nerve endings found in your feet or hands. Based on the principals of reflexology, it is conceivable that massaging your feet or hands regularly with our massagers can affect all these reflex spots simultaneously. It's no wonder that when you finish a MedMassager™ session you will feel invigorated and ready to take on the world.

how to practice reflexology at home

Using the charts on the following cards, identify the reflexology point on your foot or hand that is linked to the area of discomfort.

Apply gentle pressure to that area. The pressure you apply to these spots will stimulate your body to create endorphins that interrupt the pain cycle and relieve stress. The pressure you apply should feel firm, but not painful. Use your fingers and thumbs to gently work the area for several minutes.

foot reflexology right foot



foot reflexology left foot



hand reflexology right hand



hand reflexology left hand





for further information about our wonderful products,
to order accessories or inquire about distribution opportunities,
you may contact us in one of the following ways:

website MedMassager.com
email Sales@MedMassager.com
phone 877.501.6334
1.828.475.6022 (International)

fax 508.819.3002
mail MedMassager™
189 Continuum Drive
Suite A
Fletcher, NC 28732

The United States FDA is responsible for regulating firms who manufacture and/or import medical devices sold in the United States. The MedMassager™ is FDA-certified as a therapeutic massager for physical medicine.

If a business has been accredited by the BBB, it means BBB has determined that the business meets accreditation standards. BBB Code of Business Practices represent standards for business accreditation by BBB. Businesses based in the United States and Canada that meet these standards may be accredited by BBB. The Code is built on the BBB Standards for Trust, eight principles that summarize important elements of creating and maintaining trust in business.

CSA tests products for compliance to national and international standards and issues certification marks for qualified products. Certification marks tell potential customers that a product has been evaluated through a formal process involving examination, testing & follow-up inspection and that it complies with applicable standards for safety and performance.

CE marking (also known as CE mark) is a mandatory conformance mark on many products placed on the market in the European Economic Area (EEA). With the CE marking on a product the manufacturer ensures that the product is in conformity with the essential requirements of the applicable EC directives. The letters "CE" stand for "Conformite Europeenne" ("European Conformity").

Manufactured in an ISO 13485:2018 / MDSAP quality certified medical manufacturing facility to exacting specifications.

