



CO-2508

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Back Massager with Heat

## Safety Instructions



**Please read the following instructions carefully before putting your massage device into use to ensure trouble-free operation and optimum efficiency. Please retain these operating instructions for further use!**

- The massage device conforms to recognized technical principles and the latest safety regulations.
- Do not wet, do not use pins, never remove cover.
- This item is NOT A TOY. Close supervision is necessary when this appliance is used by, on, or near children or disabled persons.
- This appliance should never be left unattended when plugged in.
- Any possible repairs may only be carried out by authorized expert staff. Improper use and unauthorized repairs are not permitted for safety reasons and lead to loss of warranty.
- Never touch the power plug with wet hands.
- Please avoid contact of the device with water, high temperatures and direct sunlight.
- Do not use any damaged cables, plugs or loose sockets.
- Never operate under blankets where the air opening may be blocked.
- If plugs or cords are damaged, they must be replaced by the manufacturer, a service representative or by qualified personnel.
- In case of malfunction, disconnect immediately from the mains.
- Do not use if you have skin disorders, open wounds, or swollen or inflamed areas.
- Misuse or incorrect use excludes any liability for damage.
- Do not use with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.
- Do not use this device while driving.
- Do not use while you sleep.
- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not be exceeded 30 minutes at a time.
- Each massage – even a hand massage – must be refrained from during pregnancy or if one or more of the following complaints are present in the massage area: recent injuries, thrombotic diseases, all kinds of inflammations and swellings, and cancer. It is recommended to consult a doctor before having a massage for the treatment of ailments and illnesses.
- If you are dependent on electrical aids e.g. pacemakers, please be sure to consult your doctor for medical advice before taking a massage.
- The packaging material supplied should not be used as a toy.
- The device is not to be used for commercial use or medical purposes.
- Do not use with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.

### ***Have question ?***



**Tel:** (248) 819-2623

Monday-Friday 9:00AM-4:30PM



**Email:** [service@coococous.com](mailto:service@coococous.com)

## Instruction

Thank you for purchasing Coococo Back Massager with Heat  
With normal care and proper treatment, it will provide years of reliable service.  
Please read all instructions carefully before using this product.  
Please retain this manual for future reference

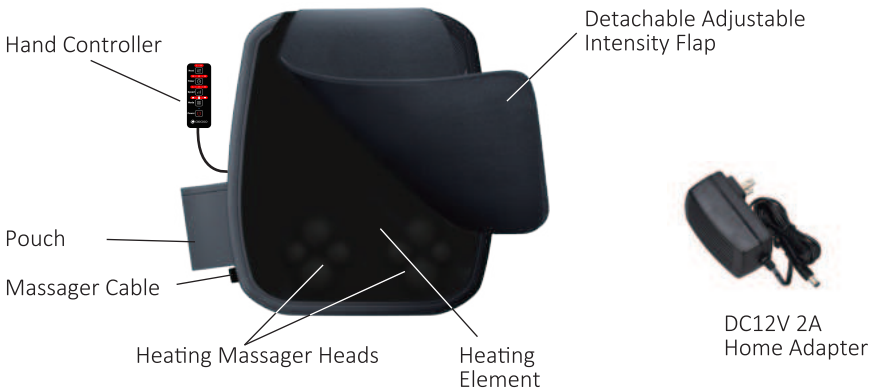
## FEATURES

- Full, Upper, and Lower Back Modes Available
- 3 Massage Intensity Levels Available
- 2 Heating Levels Available
- 3 Timer Options: 15, 20, or 30 minutes.
- Easy to Operate with the Hand Controller
- Detachable Adjustable Intensity Flap

## CONTENTS

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- Back Massager with Heat
- 12V home adapter



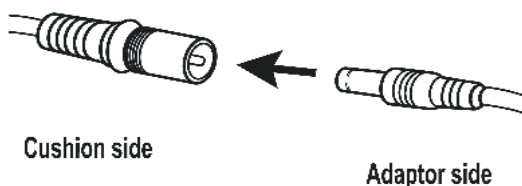
## TECHNICAL DATA

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|                       |                                                     |
|-----------------------|-----------------------------------------------------|
| <b>Measurements:</b>  | 17.4x13.2x3.5inches                                 |
| <b>Weight:</b>        | 3.9 lbs                                             |
| <b>Voltage:</b>       | Input: AC 100-240V ~50/60Hz<br>Output: 12VDC 2000mA |
| <b>Nominal Power:</b> | 24Watt                                              |

## Setup and Operation

1. Place the massager to a chair or sofa, or place it on other support.
2. Connect the adapter cable to the corresponding cable on the cushion.



3. Plug the home adapter into an outlet between 100-240V.
4. Turn on the device by operating the hand controller ( instructions as below).
5. The detachable intensity control flap lets you choose a softer or more intense massage.
7. You also may soften the massage pressure by placing a blanket or towel between you and the device.

|                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Timer Button</b><br>Short-press the button to select timer from 15/20/30 mins.<br>15mins: Left blue light on.<br>20mins: Right blue light on.<br>30mins: Both blue lights on.                                                                                        | <p>The hand controller is a black rectangular device with several buttons and indicators. At the top, there's a red LED indicator labeled "L = H". Below it is the "Heat" button with a wavy line icon. Underneath is the "Timer" button with a clock icon, and above it are three red LEDs labeled "15", "30", and "20". Below the timer is the "Speed" button with a vertical bar icon, and above it are three red LEDs labeled "L", "H", and "M". Below the speed is the "Mode" button with a square icon, and above it are three red LEDs labeled "L", "H", and "M". At the bottom is the "Power" button with a power symbol icon. The "COCO" logo is at the very bottom.</p> | <b>Heat Button</b><br>Short-press the button to select heating level from low, high, or off.<br>Low level: About 120°F, blue light on.<br>High level: About 131°F, red light on.<br>Heating off: Light off. |
| <b>Mode Button</b><br>Short-press to select Mode 1-3.<br>Long-press for 2s to turn off massage.<br>Mode 1: Full back, both blue lights on.<br>Mode 2: Upper back, left blue light on.<br>Mode 3: Lower back, right blue light on.<br>Massage Off: Both blue lights off. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Speed Button</b><br>Short-press the button to select low, medium, or high speed.<br>Low speed: Left blue light on.<br>Medium speed: Right blue light on.<br>High speed: Both blue lights on.             |
|                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Power Button</b><br>Short-press the button to turn the massager on or off.<br>Turn on: Red light on.<br>Standby: Red light flashes slowly.                                                               |

1. After shutdown, the massage head resets. The device can only be restarted once the massage head has fully reset to the lowest position.
2. The speed button will not respond when the Mode is off.
3. If both Mode and Heat are off and the user does not activate either function within 1 minute, the device will enter standby mode.
4. When both Mode and Heat are on, or Mode is on with Heat off, the device will automatically resume the previous operation after shutdown and restart, provided that power is not disconnected.

## Care and Cleaning Instructions

1. Do not wash in washing machine or immerse the product or the adapter in water.
2. Always switch off before cleaning and remove the adapter from the socket with clean, dry hands.
3. The massager should be wiped with a slightly moist cloth and dried thoroughly. Do not wipe the product with alcohol or harsh chemicals such as thinner or bleach.
4. Keep away from heat, fire or exposure to direct sunlight.
5. Do not apply excessive pressure or impact onto massager/massage heads. Application of a direct force in excess of 110 lbs. may damage your massager and invalidate your warranty. Refrain from over usage of the device.
6. Store the massager in a cool, dry place out of reach of children.
7. Avoid contact with sharp edges or pointed objects which might cut or puncture the cover of massager.

## TROUBLESHOOTING GUIDE

| Fault                                         | Reason                                                                    | Solutions                                                                                                                           |
|-----------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| The device fails to power on.                 | The adapter is not properly connected to the device or the socket.        | Make sure the adapter is properly connected to the device and the socket, then try to turn on the device again.                     |
|                                               | The device is overheated.                                                 | Please let it rest for at least 30 minutes until the device is fully cooled.<br>Hot environments may require a longer cooling time. |
|                                               | The adapter is broken.                                                    | Replace it with another good <b>DC 12V 2A</b> adapter that meets the household UL certification standard.                           |
|                                               | The output voltage of the adapter exceeds 13V.                            | To protect the device, it won't turn on when an input voltage of 13V is detected.                                                   |
| The device shuts down suddenly.               | The connection between the adapter and the socket or the device is loose. | Make sure the adapter is properly connected to the device and the socket, then try to turn on the device again.                     |
|                                               | The timing of the device is over.                                         | If you need to use it again, please let the device rest for at least 30 mins.                                                       |
|                                               | The massage head is jammed.                                               | Reduce the pressure on the massage head and try to turn on the device again.                                                        |
|                                               | The device is overheated.                                                 | Please let it rest for at least 30 minutes until the device is fully cooled.<br>Hot environments may require a longer cooling time. |
| The massage head is too hard and causes pain. | The massage head rotates too fast.                                        | Short-press the "Speed" button to select a lower speed.                                                                             |
|                                               |                                                                           | Use the detachable intensity control flap between the device and the body to cushion and reduce pressure.                           |
| he massage intensity is too weak.             | The massage head rotates too low.                                         | Short - press the "Speed" button to select a higher speed.                                                                          |

## Warranty

If the product(s) is damaged or defective within a reasonable time, Coococo offers the warranty as below.

| Period           | Return for refund         | Return for replacement                             | Who paid shipping? |
|------------------|---------------------------|----------------------------------------------------|--------------------|
| Within 30 Days   | Yes                       | Yes if undamaged                                   | Coococo            |
| 31- 90 Days      | Yes after being justified | Yes after being justified                          | Coococo            |
| 91 Days - 1 Year | No                        | Yes after being justified                          | Buyer              |
| 1 Year - 3 Years | No                        | Only to buyers who have received extended warranty | Buyer              |

Coococo warrants the product to be free from defects in workmanship and materials, under normal use, for a period of 12 months from the original invoice date, except as noted below. Coococo products can be repaired or replaced within warranty period or returned for refund within 90 days if the products break down in the period of proper use.

The warranty extends only to consumers, NOT to any retailers or resellers. This warranty is effective only if the product is purchased and operated in the country in which the product is purchased. Warranty claims for product defects, unless extended warranty is registered, expire 12 months from the purchase day. Warranty claims CANNOT be processed for items that have exceeded the warranty period. The warranty does NOT cover the replaced, refurbished product. The warranty does have other limitations as below "Warranty Limitations". To obtain warranty service on Coococo products, follow "Warranty Claim Procedures" below.

### Warranty Claim Procedures:

1. Any product the customer believes is defective and seeks for warranty, the customer must provide to Customer Support:
  - a) Valid proof of purchase (see below the definition of valid proof of purchase);
  - b) Pictures and/or description are required to claim defective merchandise;
  - c) Model number and Series Number label attached to each product.
2. If the warranty claim is justified by Coococo Customer Support, customer(s) will obtain from Coococo a Warranty/Return Authorization Number (RMA Number).
3. Coococo reserves the right to specify that items be returned to the designated warehouse for inspection or be inspected by our representative in the field or be retained by customer.
4. Any claim for defective merchandise returns must be packed in original packaging.
5. The item(s) will be repaired or replaced or a refund credit will be issued once the item(s) are delivered. When returning items with RMA# and a prepaid shipping label provided by Coococo, Coococo takes responsibility for any damage or loss incurred in transit.

### Valid proof of purchase under this Warranty:

Coococo's direct-authorized resellers, currently only at Amazon/eBay/Walmart. For product(s) obtained from other Channels, please contact the customer service of the Channel directly for appropriate solution.

## Warranty

### Warranty Limitations(this warranty does not include):

Normal wear and tear; Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial use; Any condition resulting from incorrect or inadequate maintenance or care; Damage resulting from misuse, abuse, negligence, accidents or shipping damage, exposed to environmental conditions temperatures, water, improper operation,improper installation, improper use of electrical supply; transportation damage; theft,vandalism or;Damage resulting from the attachment or modification of any unauthorized accessories;Fail to show the valid proof of purchase;Lost or stolen products;Items that have expired their warranty period; No quality-related issues (after 30 days of purchase);Free product/ Gift offer by Coococo; unauthorized repairs or modification; Replaced or refurbished product.Dissatisfaction due to buyer's remorse (after 30 days of purchase).

### Refund Procedures:

(Refer to <https://Support.coococous.com/#/> )

### Warranty Disclaimer

THE WARRANTY PROVIDED HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY. COOCOCO SHALL HAVE NO LIABILITY FOR, AND EXPRESSLY DISCLAIMS ANY WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THIS WARRANTY STATEMENT, INCLUDING, WITHOUT LIMITATION

- (1) THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE;
- (2) ANY WARRANTY OR AFFIRMATION OF FACT RELATED TO MISUSE, IMPROPER SELECTION, RECOMMENDATION, OR MISAPPLICATION OF ANY PRODUCT; AND
- (3) ANY WARRANTY OR AFFIRMATION OF FACT THAT THE CATALOGS, LITERATURE AND WEBSITES IT PROVIDES ACCURATELY ILLUSTRATE AND DESCRIBE PRODUCTS.

Coococo reserves all the right for final interpretation of these Terms of Warranty and Return Policy above and the right to change, modify, add or remove portions of these terms at any time without prior notification.

### Extend Warranty for Free

- 1) Visit <https://support.coococous.com/#/> or scan the QR code with your purchase proof to extend warranty from 1 year to 3 years within 60 days of purchase.



- 2) Alternatively, email us at [service@coococous.com](mailto:service@coococous.com) or like our Coococo Facebook page at <http://www.facebook.com/uscoococo/> for any concerns.

Your application for a free warranty extension must be completed within 60 days of purchase.

## FCC STATEMENT

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING: Changes or modifications to this unit is not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



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\*Please provide your order number before contacting customer support