

Troubleshooting

| Condition                                                               | Possible Causes and Remedy                                                                                                                                                                    |
|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The product does not work                                               | Please check if the plug has been put into the socket correctly?                                                                                                                              |
| The product does not heat                                               | Please check if the heat switch has been turn on.                                                                                                                                             |
| Massage speed is slow and powerless                                     | Check if the voltage is too low.<br>Check if the body put great stress on the massage heads.                                                                                                  |
| A sound which is caused by the friction between cloth and massage heads | This sound is normal during working.                                                                                                                                                          |
| Suddenly stop working during use of the appliance                       | The appliance operates overtime or over pressure, please turn off it for 30 minutes before you use it again.<br>The fuse has been blown, please send the appliance to examination and repair. |
| The abnormal noise comes out of motor                                   | Switch the kneading patterns repeatedly many times and then try again.                                                                                                                        |

NEW NECK & BACK MASSAGE  
SHIATSU MASSAGE CHAIR PAD

User manual



Thank you for choosing our product, before operating the unit, please read this manual thoroughly especially the part of important safety precautions, and retains it for future reference.

## Important Safety Precautions

- Use the product only at the designed voltage.
- Do not use the product during one hour before and after consumption of food.
- Do not stand, sit or place heavy objects on the appliance.
- In order to avoid injury, do not let children use or play with the appliance.
- For injury prevention, do not use the appliance if the outer cover is damaged.
- For safety reasons, do not attempt to disassemble and remodel the appliance by yourself and it may result in the product malfunction.
- The product is with temperature protection device, when the temperature exceeds safety limits, the machine will stop operating automatically.
- Please wait for the temperature to cool down before re-using.
- It's normal if there is sound which is caused by the friction between cloth and massage heads during use of the appliance because of over pressure or incorrect posture.
- Please adjust your posture and try again.
- Please do not sleep during use of the appliance, it will cause discomfort if you use it for long time.
- If the power plug, main cord or the product is damaged, please stop using the product and sent the appliance to manufacture, our service centre or other professional for examination or repair
- In case of abnormality or malfunction, please stop using the appliance immediately; unplug from the socket and contact our service centre.
- It's human physiological feeding during massage if skin is itching after using of the appliance, not undesirable side effects.
- Surface will generate heat, the person who insensitive to heat should be careful during use of the appliance.
- Always turn off the appliance and unplug the power plug after use.
- Do not use the product in the bathroom or other wet surroundings, if the water spill on or get into the product, please stop using, and return the product to our service centre for examination and repair
- Please use the appliance in a room with the temperature between 0°C-40°C.
- Do not use or store the appliance next to a open flame or hot object (e.g. Heater), and keep away from the sunlight.
- The appliance is for domestic use and car use only not for commercial purposes.

## Attention For Especial Peoples

(The following persons must consult their physician before using the product.)

If you have weak or you are undergoing medical or paramedical treatment.

- If you are malignant tumor patient.
- If you have a high fever.
- Close supervision by adult is necessary when the appliance is used by, on or near

- children and people with disabilities.
- If you have a heart condition.
- If you have a skin breakage and inflammation.
- If you have a spinal disorder.
- During pregnancy

## Feature

- 4 rolling massage heads in the head, The height of neck shiatsu ball can be adjust 12cm upper and down.
- 2 layers airbag for both side, 2 levels of airbag can be choose, with High-Low-Off.
- Heating function, help to reduce or eliminate the discomfort caused by strained.
- For Back part have 3 models,
  - A. Retractable 3D roller mechanism on back, which the massage heads can move back and forth to fit the body shape of the user. also can do spot massager.
  - B. Thai Shiatsu massager for full back, also can do spot massager.
  - C. Rolling massager for full back, can adjust the width of shiatsu ball to suitable for all body.
- 2 Models of vibration function..
- The shiatsu heads will AUTO-CHANGE every mins.

## Instructions

- Switch button: Press this button once to start the machine, the machine will enter automatic mode and the indicator light will be on, Neck kneading for a minute will automatically turn positive and negative, back massage into automatic mode, massage interval full back massage, heating on, seat vibration on default, air pressure function on, Press the button to shut down, the indicator light off, cycle in turn.
- Neck control: Open by default, Neck kneading will automatically turn positive and negative for one minute, Long press the neck up and down key to control the neckrolling massage movement.
- 3D mode: Retractable 3D roller mechanism on back, which the massage heads can move back and forth to fit the body shape of the user. also can do Thai Shiatsu massager for full back. you can press  and  to select the mode.
- Rolling mode: Press the button to enter acupressure massage mode, indicating light, back kneading stop swinging, acupressure massage. You can press the width button to adjust the width.
- Spot mode: Press the button to enter spot mode, You can press the up and down button to select the location.
- Heat: Open by default and the indicator light is on; Press once to turn off the heating function, the indicator light will be off.
- Vibra: Open by default and the indicator light is on; Press once to turn off the vibration function, the indicator light will be off.
- Airbag: Open by default, the indicator light on, and the default is weak; Press once to switch to strong, press again to turn off the air pressure function, the indicator light is off. In turn.