

OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive Neck Massager as easy as possible. Check out the included link and QR code to help you through the process.



To see all of the FAQs in one place visit vhealth.link/jcp

Function of the Neck Massager

This portable device combines lighted heat therapy and 4 rotating massage nodes to provide deep-penetrating warmth and rejuvenation. Designed to help relieve muscle tension and create a sense of relaxation.

WHAT'S INCLUDED


- 1x Neck Massager
- 1x Adapter
- 1x Cover

OPERATING INSTRUCTIONS

1. Attach the massager to a chair or other support with the elastic strap. Note that the massager can also be used on your legs and back. The massager can be attached around your waist for extra support.
2. Connect the adapter cable to the cable attached to the cushion.
3. Plug the home adapter into an outlet.




4. a. FOR MASSAGE

Press the  button to turn on the massager. Rotation directions are automatically shifted each minute for a more thorough massage.

b. FOR HEAT

Press the  button again to turn on the heat.

c. TO TURN OFF

Press and hold the  button for 3 seconds to turn off the massager.



Note: There is no option for heat without massage.

5. If you are using the massager on sore or tired areas, it is recommended that you start with the included cover attached. This cover will lessen the intensity of the massage.

TROUBLESHOOTING

PROBLEM	POTENTIAL SOLUTION
Massage heads rotate at reduced speed	<ul style="list-style-type: none">• There is too much pressure on the massage nodes. Reduce load by placing less pressure/weight on the heads and try again.

<p>Device switches off suddenly</p>	<ul style="list-style-type: none">• Automatic shut-off occurs at 15 mins. Continue using by pressing the ⏻ button after resting the unit for 15 mins.• Over-heat protection function activated. Device is switched off for your safety. Please rest the device for 15-30 mins before restarting.
<p>Device fails to start</p>	<ul style="list-style-type: none">• Check if the device has been used for more than 15 mins. If so, let the device rest for 15 mins before continuing. It may require longer time to cool in warmer environments.• Check if the adapter is plugged into the socket.• Check if the adapter output is connected to the device power inlet wire.
<p>Jerky motion of massage heads / vibrations from device</p>	<ul style="list-style-type: none">• Excessive pressure may have been applied onto the device. Reduce the load by placing less pressure/weight on the heads and try again.

CARE AND CLEANING INSTRUCTIONS

- Do not wash in a washing machine or immerse the product or adapter in water.
- Always switch off before cleaning.
- Remove the adapter from the socket with clean, dry hands.
- 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.
- Do not apply excessive pressure or impact onto massager or 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.
- Store the massager in a cool, dry place and out of reach of children.
- Avoid contact with sharp edges or pointed objects that could cut or puncture the fabric surface.
- Do not sit or stand directly on the massager.

WARNINGS

- The massager will automatically switch off after the 15 minutes timer runs out.
- Remove the adapter from the outlet when not in use.
- Do not set up or use the massager in a bathroom or similarly wet damp areas.
- For your own safety, the massager has protection against overheating. Heat is created in the motors when placed under great stress and excessive pressure. The massager will switch off automatically after 15 mins to prevent safety risks. The massager will only allow switching it on again after an appropriate downtime.

- Likewise, you should allow your body some rest periods. To avoid straining your muscles too much, we recommend to not exceed a continuous massage of 15 mins.

SAFETY INFORMATION

Please read the following instructions carefully before putting your massage device into use to ensure safe and trouble-free operation. Please keep these operating instructions for further use.

- The massage device conforms to recognized technical principles and the latest safety regulations.
- Do not use pins or ever remove the 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 power outlet.
- Do not use it if you have skin disorders, open wounds, or swollen or inflamed areas.
- Misuse or incorrect use excludes any liability for damage.
- Do not use this device while driving.
- Do not use this device while sleeping.

- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not be exceeded 15 minutes at a time.
- ALL massage – even on hands or small extremities – must be refrained from during pregnancy.
- Refrain from massage 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 using massage as a treatment of ailments and illnesses.
- If you are dependent on electrical aids e.g. pacemakers, please consult your doctor for medical advice before using this device.
- If you have any health complications or questions, please consult your doctor before use.
- If you experience any pain, swelling, sensation changes, or any unusual reaction while using this product please consult your doctor immediately.
- The packaging material supplied should not be used as a toy.

SPECIFICATIONS

Measurements:	13 x 3.5 x 8.3 inches
Weight:	2.0 lbs
Voltage:	Input: AC 100–240V ~50/60Hz Output: 12VDC 1500mA
Nominal Power:	Max. 18 Watt
Automatic runtime:	15 minutes


HAVE MORE QUESTIONS?

Check out our list of Frequently Asked Questions at vhealth.link/jcp for helpful answers.



And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website.

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