

New Massage Sensation^o

Shoulder And Neck Massage



Product Introduction

Product Name: Shoulder And Neck Massage TypeC Input: 5V ---

Power Consumption: 10W Battery: 2000mAh

Executive Standard: GB4706.1 - 2005 GB4706.10 - 2008

[Note] The product shall be subject to the actual item; the diagrams are for reference only.
In case of any updates, no further notice will be given.

Product Highlights



Double-Palm Kneading Massage

It simulates real human palm massage, where ten fingers touch and knead to accurately massage acupuncture points—featuring double-palm kneading massage.



Unique Skin- Friendly Material

It adopts food-grade silica gel, with a touch as delicate and smooth as real human hands—boasting a unique skin-friendly material.



Lightweight and Portable Product

The whole device weighs only 760g, which reduces the burden on the shoulders and makes it easy to carry.



Powerful Performance

Equipped with a brushless and quiet motor, it delivers powerful performance for you to enjoy a comfortable massage.



Simple Button Design

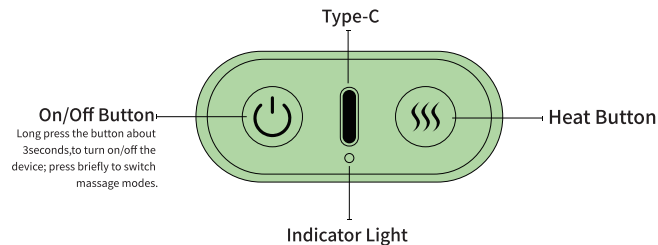
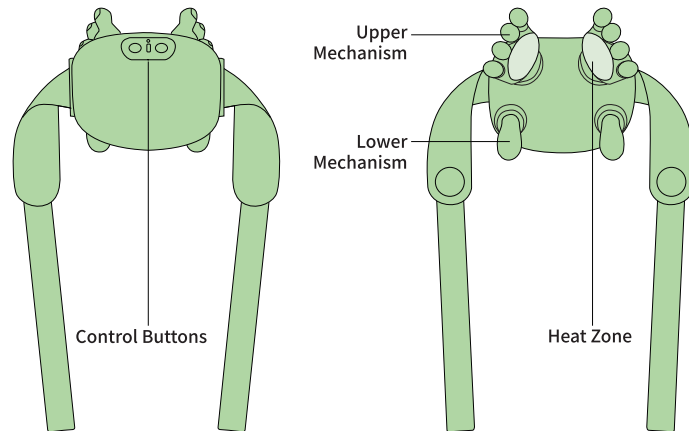
With one-button operation, it's easy to use, allowing you to enjoy a convenient massage experience.



Heat Therapy

With adjustable temperature as you like, the palm-style heat therapy is combined with kneading massage, allowing warmth to reach straight to the bottom layer of the skin.

Product Description

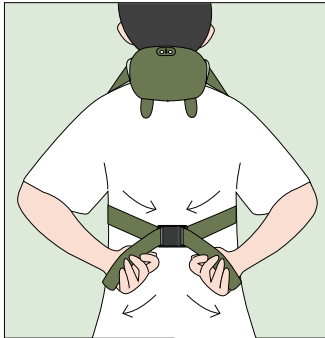


The button diagram is for the convenience of reading the instruction manual only; please refer to the actual device for operation.

Product Usage

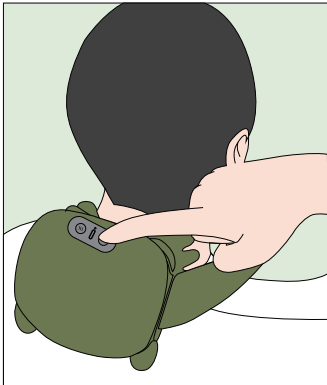


1. Place the product on your shoulders.

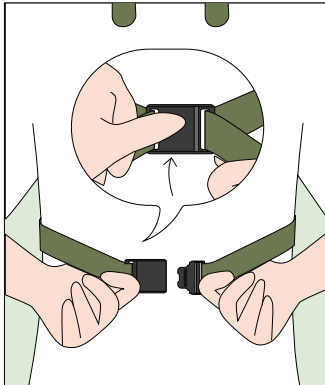


2. Pull the buckle to your back and fasten it

(The length of the straps on both sides is adjustable. Please ensure the straps on both sides are of the same length, and avoid making the straps too tight to cause discomfort.)



3. Press and hold the power button for 3 seconds to start the product.



4. After use, press the buckle to unfasten the shoulder straps.

Button Description

【 On/Off Button 】

- Press and hold (🔘) to turn the device on/off. When turned on, the indicator light will turn white, and the device will default to Massage Mode 1 and low-level heat therapy.
- *The default single massage duration is 10 minutes. The device will automatically turn off when the massage ends, and the white indicator light will go out.

【 Massage Mode Switching 】

- When the device is turned on, it defaults to Massage Mode 1.
- In the powered-on state, press (🔘) briefly to switch modes, following this cycle:
Massage Mode 1 (white indicator light flashes once) → Massage Mode 2 (white indicator light flashes twice) → Massage Mode 3 (white indicator light flashes three times), and the cycle repeats.

【 Heat Therapy Gear Switching 】

- When the device is turned on, it defaults to the low heat therapy gear.
- In the powered-on state, press (🔘) briefly to switch gears, following this cycle:
Low Heat Therapy Gear (red indicator light flashes once) → High Heat Therapy Gear (red indicator light flashes twice) → Heat Therapy Off (red indicator light in the heat therapy area goes out), and the cycle repeats. Switching heat therapy gears does not affect the massage mode.

【 Charging Indications 】

- When the device is turned on, the white indicator light stays on.
- When the battery is low, the red indicator light flashes continuously to remind you to charge the device.
- During charging, the red indicator light stays on.
- When fully charged, the white indicator light stays on.

Safety Precautions

Danger

- **Do not use this device together with the following medical electronic equipment. Concurrent use may cause malfunctions in the electronic equipment, endangering life.**

- Implanted medical electronic devices such as pacemakers.
- Life-sustaining medical electronic equipment such as artificial heart-lung machines.
- Medical electronic equipment such as electrocardiographs.

Caution

- Please read the instruction manual thoroughly before using this product.
- If you experience physical discomfort due to product malfunctions, stop using the product immediately. If you feel any abnormality in your body or skin, consult a doctor and follow their advice.
- In case the product malfunctions and fails to operate, cut off the power supply and remove the product immediately; otherwise, it may cause high temperatures, short circuits, or open circuits. If an accident occurs, contact customer service promptly for consultation.
- Do not plug in or unplug the charging cable with wet hands, as this may lead to electric shock or accidents.
- Do not use this product while wearing a necklace.
- Do not use this product while lying down.
- This product is prohibited in flammable and explosive areas such as gas stations, high-dust workshops, and gas stations.
- Do not use this product in high-temperature or humid environments.
- Do not use this product while driving, rock climbing, or engaging in other dangerous activities; otherwise, it may cause danger or injury.
- Do not use this product while falling asleep or in a state of incomplete consciousness.
- Keep this product out of the reach of infants, children, and persons with full or partial loss of consciousness. And never allow them to use it; otherwise, it may cause accidents.
- The skin of elderly people aged 65 and above is relatively fragile and their nerve endings are less sensitive. Such users should use this product under the consultation and guidance of a doctor, and strictly monitor the usage time.
- Do not use this product on injured areas or areas that have undergone surgery.
- Patients who are receiving treatment or experiencing physical abnormalities should not use this product.
- Do not use this product on the neck if there are symptoms such as skin damage, redness, inflammation, suppurative, or congestion.
- Patients with a history of heart disease, acute illness, malignant tumors, or cranial nerve disorders should not use this product.
- Patients with hypertension, hypotension, hematological diseases such as bleeding tendencies, osteoporosis, or soft tissue diseases, as well as stroke patients, should not use this product.

Warning

- **If you experience discomfort during or after use, stop using the product immediately and consult a doctor.**
- This product is a personal care massage device and cannot replace medicines or medical equipment.
- Users who are allergic to silicone or heat therapy should not use this product.
- Do not use the product on a single part of the body for more than 10 minutes; otherwise, there is a risk of low-temperature burns or discomfort caused by excessive massage.
- This product has a heated surface. Users with reduced heat sensitivity must exercise caution during use to avoid burns.
- Adjust the massage intensity level and the tightness of the product fit according to your personal comfort. Improper adjustment may cause discomfort or injury due to inappropriate massage force.
- Do not use the product in a way that presses against the heart; otherwise, it may lead to accidents or physical discomfort.
- This product is for neck massage only. Do not use it for any other purposes, nor should it be used near the heart, on the head, chest, abdomen, genitals, or other private parts of the body.
- Do not use this product together with other medical devices or two (or more) units of this product; otherwise, it may cause discomfort.
- This product contains a lithium battery. Do not disassemble, modify, immerse the product in water, or throw it into fire by yourself; otherwise, it may cause product damage or explosion.
- Contains a lithium battery. Do not place it in a high-temperature environment. This product cannot be checked in as luggage on airplanes.
- Do not disassemble, repair, or modify this product without authorization; otherwise, it may lead to malfunctions or electric shock accidents.
- This product cannot be operated with an external timer or an independent remote control system.
- Do not use this product for operations other than the massage purposes specified in the instruction manual; otherwise, it may cause accidents, malfunctions, or other injuries.

In the following cases, use this product only after consulting a doctor. Failure to do so may result in accidents or physical discomfort:

- Patients who are under medical treatment and experiencing physical abnormalities.
- Patients with infectious diseases.
- Patients with heart or cranial nerve disorders.
- Patients with skin sensory impairment or skin abnormalities.
- Patients with a body temperature exceeding 38°C (during fever).
- Patients who are taking medication.
- Patients with abnormal blood pressure.
- Patients with sensory impairment caused by severe peripheral circulatory disorders (e.g., due to diabetes).

Prohibited Use in the Following Cases:

- Patients with malignant tumors
- Near the human heart
- Patients with implanted metal devices
- Individuals in the spastic phase after a cerebrovascular accident
- Individuals with abnormal nervous irritability
- Pregnant women and postpartum women
- Patients with bleeding tendencies
- Individuals with spastic paralysis
- Individuals with severe cognitive impairment
- Individuals who are unconscious or have contracture deformities of limb bones and joints
- Users with a cardiac pacemaker
- Patients with acute suppurative inflammation
- Individuals with coagulation disorders

Restricted Substances Labeling Table

List of Hazardous Substances and Their Content

Component	Harmful substances or elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr(VI))	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PBDE)
Fabric	○	○	○	○	○	○
Components	○	○	○	○	○	○
Sponge	○	○	○	○	○	○
Screw	○	○	○	×	○	○
Heating Element	○	○	○	○	○	○
Hardware Parts	○	○	○	○	○	○
PCB Assembly	×	○	○	○	○	○
Internal Wire	○	○	○	○	×	×

This table is compiled in accordance with the provisions of SJ/T11364.

○ Indicates that the content of this hazardous substance in all homogeneous materials of this component is below the limit requirements specified in GB/T 26572.

×

Indicates that the concentration of this hazardous substance in at least one homogeneous material within the component exceeds the limit requirements specified in GB/T 26572.

(The "×" component indicates that, due to current limitations in global technology and manufacturing processes, complete substitution of environmentally sensitive substances or elements is not feasible at this time. Subsequent technological advancements will gradually address this limitation.)



Environmental service life 10 years: Indicates the period during which the hazardous substances contained in this product will not leak or undergo mutation. When used normally under the conditions specified in the product manual, this product will not cause severe environmental pollution or serious harm to human health or property. The arrowed recycling symbol indicates that this product is recyclable. After exceeding its service life or failing to function properly after repair, it should not be discarded arbitrarily. For restricted hazardous substances, please dispose of it through proper recycling channels or enterprises qualified to handle waste electrical and electronic equipment. For proper disposal methods, refer to national or local regulations on the treatment of waste electrical and electronic products. For proper disposal methods, refer to national or local regulations governing the disposal of old electrical and electronic products.

All the above markings comply with the requirements of China's Restriction of Hazardous Substances Management Measures and its supporting standard SJ/T11364.

This product poses no harm to human health with long-term use. Please use it with confidence.

Precautions For Product Disposal

 Dange	<p>The batteries used in this product are proprietary rechargeable batteries and must not be used in other products.</p> <p>Do not attempt to recharge rechargeable batteries that have been removed from the device.</p> <p>Do not expose batteries to fire or excessive heat.</p> <p>Do not puncture batteries with nails, subject them to heavy impact, or attempt to disassemble or modify them.</p> <p>Do not directly connect the positive and negative terminals of the battery with metal objects.</p> <p>Do not store them together with items such as necklaces or hairpins.</p> <p>Do not charge, use, or store the battery near stoves, in direct sunlight, or in other high-temperature environments.</p> <p>All of the above situations can cause overheating, ignition, rupture, and other phenomena.</p>
 Warning	<p>Keep removed rechargeable batteries out of reach of infants and young children to prevent accidental ingestion.</p> <p>If accidental ingestion occurs, seek immediate medical attention.</p> <p>If battery fluid leaks, do not touch the liquid with your bare hands.</p> <p>Follow these steps to handle the situation:</p> <ol style="list-style-type: none"> ① If battery fluid enters the eyes, there is a risk of blindness. Do not rub your eyes directly with your hands. Immediately rinse thoroughly with clean water and seek medical attention. ② If battery fluid comes into contact with your skin or clothing, it may cause skin inflammation or injury. Rinse thoroughly with water. If discomfort persists, seek immediate medical attention. ③ Disassembly is permitted only when the product is being discarded. Failure to comply may result in accidents such as fire, electric shock, or injury. For repairs (except for battery replacement), please consult the retailer or distributor where this product was purchased.
	<ul style="list-style-type: none"> ● Do not disassemble, strike, crush, or expose to fire. ● If severe swelling occurs, discontinue use immediately. Do not disassemble, strike, crush, or expose to fire. ● Do not place in high-temperature environments. ● Do not use after the battery has been submerged in water!
Battery Removal Procedure	<ol style="list-style-type: none"> 1. Turn off the power and unscrew the casing with a Phillips screwdriver. 2. Disconnect the battery lead terminals or cut them directly. 3. Remove the battery and dispose of it properly.

The lithium-ion batteries used in this product are valuable recyclable resources. When disposing of the product after use, remove the lithium-ion batteries and deliver them to a specialized institution capable of recycling and reprocessing rechargeable batteries. Do not discard them carelessly to avoid environmental pollution.

Product Usage / Storage Environment

1. Do not use in high-temperature or humid environments. Store in a dry place away from direct sunlight after use.
2. Do not use in areas with excessive water or dust.
3. Do not use while driving or in other environments prone to vibration or impact.
4. Do not use at gas stations, in high-dust workshops, or near flammable/explosive materials such as open flames or gas.
5. Do not scratch or puncture the product with sharp objects to prevent damage.
6. Use only the supplied charging cable; using other cables may cause product damage, fire, or other hazards.
7. Always turn off the device and unplug it before cleaning. Do not pull on the charging cable to avoid breakage or poor contact.

Frequently Asked Questions And Solutions

1. If malfunctions occur during operation, perform the following checks. If the issue persists or the product remains inoperable, disconnect the power supply and have it serviced by qualified technicians. Do not disassemble this product yourself!
2. If basic troubleshooting fails to resolve the issue, contact customer service.

Problem	Possible Cause	Suggestion
Unable to power on	Low battery	Please fully charge before use
	Charging	Do not use while charging
	The product has not been activated	Press and hold the power button for 3 seconds to turn on
Unable to charge	The data cable or charging port is not properly connected.	Please ensure the data cable or charging port is securely plugged in
	PCB Abnormality	Please contact customer service for assistance.
The product stopped functioning during operation.	Low battery	Please fully charge before use
	The set working hours have ended	Restart to resume operation
The massage intensity has noticeably decreased	Low battery	Charge promptly
No heat application	Heat therapy not activated	Press the heat therapy button briefly

Care And Maintenance

Storage

1. When not in use, store the product in its original packaging box in a safe, dry, well-ventilated, and cool location.
2. Never open the switch-mode power supply.
3. Never hang the product using the charging cable.
4. Avoid scratching the product surface with sharp objects.
5. Do not place the product in direct sunlight or high-temperature environments.

Cleaning

- Before cleaning, be sure to disconnect the power supply.
Do not touch the plug with wet hands.
- Use a clean, soft cloth for wiping. For heavy soiling, soak the cloth in water, wring it out thoroughly, then wipe.
Finally, use a dry cloth to wipe it dry. Ensure it is completely dry before turning it on for use.

Maintenance

1. Keep the product away from high-temperature and high-humidity environments.
2. If the product will not be used for an extended period, cover it with a dust cover (purchased separately) to prevent dust accumulation.

Warranty Information

1. Please contact our after-sales service, explain the reason for the return or exchange, and reach an agreement on the return or exchange.

All customers purchasing our company's series of electrical appliances shall enjoy comprehensive "three guarantees" service in accordance with the "Regulations on the Responsibility for Repair, Replacement, and Refund of Certain Commodities" stipulated by the relevant national authorities.

2. Warranty Policy:

- ① Within 7 days of the product purchase date, you are entitled to a 7-day no-questions-asked return or exchange service, provided the following conditions are met:
 - Returned products must be repackaged in their original packaging to ensure that the outer packaging, manuals, and other accessories remain intact.
 - If returns or exchanges are initiated due to your personal reasons (where the product has no quality issues), you will be responsible for the shipping costs incurred when returning the item and for its subsequent redelivery.
- ② The entire unit is covered by a one-year warranty under normal usage conditions from the date of purchase.

The following situations are not covered by the free warranty:

- ① Damage caused by improper use or storage.
- ② Damage resulting from disassembly by the user.
- ③ Damage caused by force majeure.
- ④ Products without proof of purchase or valid invoice.
- ⑤ Products with incomplete warranty cards or missing accessories (including bundled promotional items).

3. Warranty Procedures:

- ① When your product requires repair, please ensure the validity of the warranty card and proof of purchase.
- ② Contact our after-sales service center. Our staff will recommend either delivering the product to a designated repair center in your area or mailing it to our repair department for servicing.

4. Special Note:

- ① The warranty card will not be reissued if lost. Please keep it in a safe place.
- ② If the product requires repair, please contact our customer service representatives promptly so we can properly record the details.

Certificate of Conformity

Model	
Inspector	
Date of Manufacture	