

# SHIATSU

## NECK & BACK MASSAGER

### USER MANUAL



This is not a Medical Device.

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## LEGAL DISCLAIMER

*Shiatsu Neck Massager* is by no means a medical device and makes no assertion to diagnose, treat, reverse or cure any medical condition. The information referenced herein is not intended as medical advice and should not be used in lieu of medical advice. If you utilize any information provided herein, you do so at your own risk and you specifically waive any right to make any claim against the author and publisher. If you are pregnant or have a medical condition or are taking medication, *Shiatsu Neck Massager* highly recommends that you first obtain the consent and advice of a licensed healthcare professional.

## **INTRODUCTION**

Thank you for purchasing the *Shiatsu Neck Massager*. In order to use this device safely, please read this USER MANUAL carefully before first use and keep it in a safe place for future reference. If you need further assistance, please contact our support team.

### **ABOUT *Shiatsu Neck Massager***

The *Shiatsu Neck Massager* is an all over heated body shiatsu massager built into a small, portable model. The massager has four rotating balls that alternate in two opposite directions every 15 minutes. These rollers have sensors that detect if you have a knot, they will alternate direction of rotation more frequently in order to work out that knot. When using your massager, you can choose to have the heat function on or toggle off the heat by using the top button on the arm of the device (control). The *Shiatsu Neck Massager* is more than just a *neck* massager. As long as you ensure the zipper is facing up, the sensors will detect knots and the massager will maintain proper working conditions.

## **IMPORTANT SAFETY PRECAUTIONS**

1. DO NOT operate device or use massager while driving.
2. DO NOT use the massager in hot or humid environments.
3. DO NOT turn on the massager until device is properly positioned.
4. DO NOT use the product if the areas to be massaged have been surgically operated on recently or have symptoms such as inflammation, swelling or extravasated blood.
5. Please keep infants far away from the massager while device is in use.
6. The noise emitted from the device is normal; it is the sound of the machine operation.
7. Never operate this unit if it is working improperly. Please call our customer service support team immediately for assistance.
8. For optimal condition of this product to be maintained, please do not use massager continuously for more than 15 minutes. After use, please allow the device a resting time of 30 minutes in order to guarantee device life extension.
9. This Product has an overheat protection function. If it overheats, the massager will automatically stop working. In case of overheat, please turn off the device and reuse it after device has cooled down completely.

## **CARE & MAINTENANCE**

1. DO NOT use product in bathroom, close to water, heat source and/or in hot/humid surroundings.
2. Disconnect massager from the mains (power source) when not in use and before cleaning.
3. Store massager in a safe, cool and dry place when the product is not in use.
4. After unplugging, clean surface of the outer cover only.
5. Wipe the surface with a soft, lightly moistened cloth (use non-abrasive cleaners only).
6. *DO NOT IMMERSE THE PRODUCT IN ANY LIQUID.*
7. *Keep unit away from harsh detergents and solvents.*
8. *DO NOT operate unit on hard surfaces as the massager will be damaged.*
9. *DO NOT attempt carrying out repairs on this product. There are no service parts for this product and any such attempts will void the warranty.*

## **PACKAGE INCLUDES**

- 1 - *Shiatsu Neck Massager*
- 1 - User Manual
- 1 - AC & DC Adapter

## **PRODUCT SPECIFICATIONS**

Product: *Shiatsu Neck Massager*

Voltage: DC12V

Power: 24W

Rated Frequency: 50HZ

Default time: 15 minutes

## PRODUCT FEATURES

- 4 Massage Heads
- 2 Massage Rotation Options
- On/Off Relaxing Heat

## SETUP GUIDE INSTRUCTIONS

1. Please check the main body and take off any ornaments and covering in the massage areas.
2. Please ensure product is placed properly on your neck or other parts of your body, and make adjustments by holding the ring-like handgrip.
3. Please connect the adapter to the unit properly and plug into the power supply.

## USER GUIDE INSTRUCTIONS

1. Start up (Center Button): press power button to turn on massager. The massager starts with the kneading function (the direction of rotation changes every 1 minute). Default time is 15 minutes. Default time is the period after which the massager automatically stops working and assume standby state.
2. Heat (Top Button): press this button once to trigger the heat function, and press button again to end the function.
3. Pressing the power button again will turn off the massager; the device will then revert to standby state.
4. Massage Direction (Bottom Button): Press this button to change direction of rotation.



# TROUBLESHOOTING

If you are experiencing any issues while using the *Shiatsu Neck Massager* unit, please read the following directions for Electric or Battery model:

## 1. MASSAGER IS NOT WORKING.

- If Electric model, ensure the power adapter is properly connected to the massager. Then check if properly connected to the power outlet.
- If Electric model, confirm the **ON** button has been pressed.

## 2. MASSAGER STOPS WORKING WHEN USING.

- If Electric model, turn the power **OFF**.
- If Electric model, unplug adapter from wall.
- Electric model has a overheating safety function. Check the massager to confirm if it is warmer than usual. If this is the case, wait for the massager to cool.
- If Electric model, check the adapter end connecting to the massager. If okay, plug massager back into the outlet and turn massager back on.
- If Electric model has a automatic timer. This turns **OFF** the massager after 15 minutes.
- If Electric model is still not working properly, please stop using and contact our support team.

Do not attempt to carry out repairs on the massager yourself. This will void the warranty and there are no service components available. If the procedures above do not resolve the issue, please contact *Orange Planet*.

## WARRANTY DOES NOT COVER

- Device components that require replacement due to dirt or improper handling.
- Expendable or consumable parts subject to wear and tear during normal use.
- Repairs necessary due to damages caused by operator error or negligence, or operate and maintain operation of the device within specification and instructions contained in the User's Manual.

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