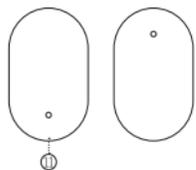
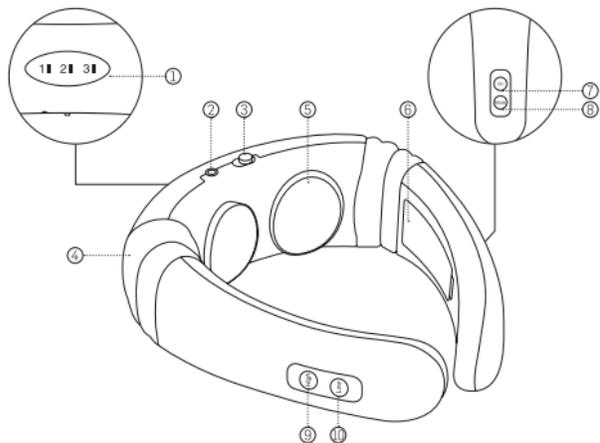


# NeckRelax

Personal Electrical Massage Device



## Product Features

1. Mode Display Window
2. Electrode Cord connector
3. On/Off Switch
4. Movable Arm
5. Electric Contact Point
6. Battery Compartment
7. On Button
8. Switch Mode
9. Increase Intensity
10. Decrease Intensity
11. Electrode Pads
12. Electrode Cord

## Product Features

NeckRelax uses a combination of cutting-edge massage technologies to stimulate your muscles and release tension held deep within your body in as little as 10 minutes!

NeckRelax alleviates muscle pain fast using soothing magnetic therapy, and electrical muscle stimulation.

The patented Pulse Patches allow you to send electrical pulses anywhere on your body to stimulate your muscles for total relaxation from head to toe.

Made to function right out of the box with minimal work or effort! Just wrap around your neck and relax the pain away.

## How to Use

### Powering Your NeckRelax

Open the battery cover, then place 2 AAA batteries in the battery compartment of NeckRelax.

### Using Your NeckRelax

1. Switch the device on using the On/Off Switch. Then, use a damp towel to ensure both the Contact Point and the skin that will contact the device are free of sweat and sufficiently moist.
2. Press the On Button on the left side of the device. The device will beep and be set at level 1. You can adjust the intensity by selecting either "High" or "Low" on the right side of the device.

3. Switch modes by pressing the Mode Key. There are 6 modes, with Mode 1 being the default setting when turned on. You can tell which mode is active by checking which of the LED indicators are flashing. The six massage modes are:

Mode 1: Automatic Mode (LED 1)

Mode 2: Acupuncture Mode (LED 2)

Mode 3: Soft Massage Mode (LED 3)

Mode 4: Shiatsu Mode (LED 1, 3)

Mode 5: Kneading Mode (LED 2, 3)

Mode 6: Deep Massage Mode (LED 1, 2, 3)

4. Increase and decrease intensity by pressing "High" and "Low". There are 12 different intensities, and each separate button press increases/decreases intensity by one level.

### Suggested usage: 10-20 minutes per day.

**NeckRelax is programmed to shut off automatically after 15 minutes.**

### A Note About the Batteries

1. The NeckRelax uses 2 AAA batteries.
2. If you do not use the product for an extended period of time, we recommend taking out the battery to prevent leaks and corrosion.
3. Ensure the batteries are inserted correctly.
4. The device must be switched off when replacing the batteries.

## Disclaimer

1. Keep away from children and pets.
2. Unit may feel warm during use
3. Use device only for its purpose.
4. Do not expose to direct sunlight, high temperature and humidity.
5. Do not use if the device is wet, or has been submerged in water.
6. Do not disassemble or modify this device.
7. Do not use if this device is damaged or starts to emit any abnormal sounds, smells, or heat.
8. We do not recommend using this device for over 20 minutes per day.
9. Stop using this device if any skin allergies appear.
10. This device is not suitable for those with the following conditions:

Heart disease, artificial hearts/lungs, pacemakers or other implanted metal medical devices, cancer, high/low blood pressure, fever, sunburns, pregnancy/lactation, skin disease, or serious medical conditions.

Always consult a doctor before using NeckRelax.

## Technical Parameters and Specifications

### Normal Working Conditions:

- Temperature: +5°C ~ +40°C
- Relative temperature: Less than 80%

### Electrical Properties:

- The maximum output amplitude of a single pulse: >7μc
- The maximum output energy of a single pulse: ≤300mJ
- Maximum output amplitude: <50V (50mA)
- The output voltage peak: <500V
- Output amplitude adjustment: Continuous uniform, minimum output is no more than 2% of the maximum output.
- Rated load impedance: 500Ω, Tolerance is +10%
- Surface magnetic strength: not less than 0.01T

## Frequently Asked Questions

### Q: Why do I feel a tingling sensation in my neck while using NeckRelax?

A: A tingling sensation on the neck may be caused by dry skin or poor connection between the Contact Points and your skin.

If this is the case, we recommend using a damp towel to wipe your neck, as well as the Contact Points.

### Q: Why am I experiencing a skin rash?

A: A rash may be caused by having dry skin. Again, we recommend wiping down the Contact Points before use. Any rash you experience should disappear in 2 days.

### Q: What kind of power source does NeckRelax use?

A: NeckRelax is powered by 2 AAA batteries.

### Q: Why does my neck ache while using NeckRelax?

A: NeckRelax is designed with comfort in mind using ergonomic principles. Please wear the product correctly and comfortably during use, and maintain a good posture for optimum results.

## Troubleshooting and Solutions

Problem	Possible Solutions
The product cannot be turned on	Is the On/Off switch in the "On" position? ▶ Switch it to the "On" position.
	Is the battery installed correctly? ▶ Ensure the battery is installed correctly.
	Are the batteries low? ▶ Replace the batteries
	Are the batteries and battery contact springs defective? ▶ Use the appropriate tools to clean the battery springs and remove corrosion, if necessary.
Device is working (Indicators are lit up) but is unresponsive	Do the Contact Points fully touch the skin on your neck/body? ▶ Ensure that they are making a direct connection to your skin.
	Do the Contact Points have hair, clothing, accessories, or other items in contact with the skin? ▶ Please remove these items and try using NeckRelax again.
Tingling Sensation	Is it too intense? ▶ Lower the intensity using the "Low" key.

Problem	Possible Solutions
	Is your skin having an allergic reaction to the Contact Points? ▶ For minor allergic reactions, we recommend shortening the time spent using NeckRelax. If the allergy is severe, consult a doctor.
	Cold weather, dry skin? ▶ Moisten the skin and Contact Point surfaces with a damp towel.
Stimulation is very weak	Are the intensity settings correct? ▶ Adjust the intensity settings to the appropriate level.
	Does the Contact Points have dirt or oil stains? ▶ Clean the surface of the Contact Points
	Are the batteries low? ▶ Replace the batteries

CE The device complies with the European Directives 2014/30/EU.

♻️ At the end of its service life, this product may not be disposed of in the normal household waste, but rather must be disposed of at a collection point for recycling electrical and electronic devices. The materials are recyclable according to their labelling. You make an important contribution to protecting our environment by reusing, recycling, or utilizing old devices in other ways. Please ask the municipal administration where the appropriate disposal facility is located.

Subject to change.