

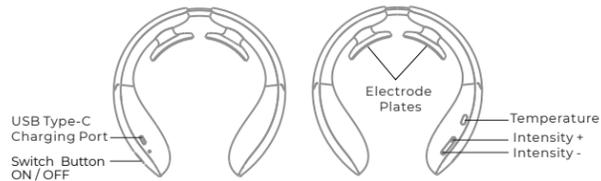


## SMART NECK MASSAGER M5 INSTRUCTION MANUAL

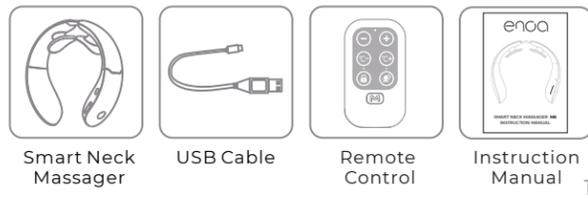
### TECHNICAL SPECIFICATIONS

Model:	M5
Product Type:	Smart Neck Massager
Charger Input:	DC5V = 1A
Rated power:	3.7 V = 4 W
Massage Modes:	6 Modes
Massage Levels:	18 Levels (Each Mode)
Heating Method:	Surrounded Heating
Smart Control:	Bluetooth Smart APP
Battery Type:	800 mAh Li-ION Battery
Product Size:	150 x 152 x 46 mm
Product Weight:	140 g

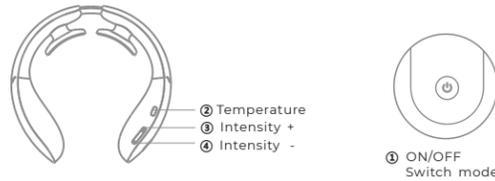
### PRODUCT DESCRIPTION



### PACKAGE CONTENT



### HOW TO USE - MANUAL MODE



#### POWER ON / OFF

To switch on the appliance, long press (more than 2 seconds) the ① switch button. An acoustic signal confirms the power on and the indicator light comes on. The product turns on in the last state prior to shutdown. To turn off the product, press and hold (more than 2 seconds) the ① switch button (the indicator light turns off and the product emits a long beep). The product will automatically shut down after 15 minutes of operation.

#### MODE SELECTION

To change mode, briefly press the ① switch button when the machine is on. You will hear a beep and the massage mode changes according to the sequence: auto combination + tap mode + scraping mode + acupuncture mode + manipulation mode + physiotherapy mode.

#### TEMPERATURE SELECTION

To change the temperature, press the ② temperature button : the temperature will vary, with each press, following the sequence low + medium + high + off (no heating). For each press, you will hear a beep (long beep at the maximum temperature)

#### INTENSITY SELECTION

To increase the intensity, press the ③ Intensity + button: an acoustic signal will be heard (a long beep signals the maximum intensity 18). To decrease the intensity, press the ④ Intensity - button: an acoustic signal will be heard (a long beep signals the minimum intensity 0).

#### ⚠ NOTE:

- Using a wet towel to moisten the skin before use provides a better comfort.
- The massager has a memory function, once you set your preferred mode, intensity and temperature the first time, it will remain memorized.
- Default working state: Beat mode, Intensity level 1, Temperature Medium
- Since each person has different sensitivity for the massage, if during use you feel the intensity is excessive, immediately lower the intensity to the minimum level.
- If the massager it's not in contact with the skin within a minute, it will automatically turn off.

### HOW TO USE - SMART APP CONTROL

#### DOWNLOAD THE APP

Scan the QR code with your smartphone to download the App. If the QR download fails, proceed as follows:

#### ANDROID SYSTEM:

- Go to Google Play Store
- Download and install the "SMART MASSOR" App

#### IOS SYSTEM:

- Go to the App Store
- Download and install the "SMART MASSOR" App



Android APP Download



IOS APP Download

#### BASIC OPERATIONS

Before use, moisten the skin of the cervical area with a damp cloth, then apply the product to the neck. The electrodes must adhere to the skin of the cervical area in a symmetrical position. Turn on the product and follow the instructions below to adjust the temperature, massage mode and intensity.

#### POWER ON/OFF

To switch on the appliance, long press (more than 2 seconds) the switch button on the massager. An acoustic signal confirms the power on and the indicator light comes on. The product turns on in the last state prior to shutdown. To turn off the product, press and hold (more than 2 seconds) the switch button on the massager (the indicator light turns off and the product emits a long beep). The App will automatically shut down after the completion of the massage program.

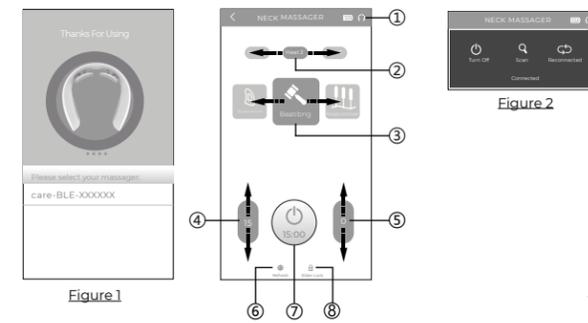
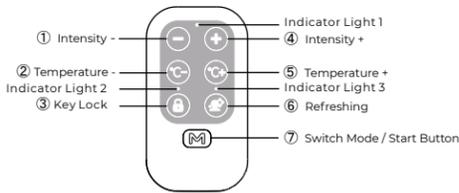


Figure 1

Figure 2

### HOW TO USE - REMOTE CONTROL



#### POWER ON/OFF

To switch on the appliance, long press the ⑦ switch button. A long beep confirms the power on. The product turns on in the last state prior to shutdown. To turn off the product, press and hold the ⑦ switch button (the Indicator Light 1 flashes once and the product emits a beep).

#### MODE SELECTION

To change Massage Mode, press the ⑦ switch button when the machine is on. You will hear a beep and the massage mode changes according to the sequence: auto combination + tap mode + scraping mode + acupuncture mode + manipulation mode + physiotherapy mode

#### TEMPERATURE SELECTION

To set the temperature, press the ⑤ button to increase the temperature, press the button ② to lower the temperature. For each press, you will hear a beep (long beep at the maximum temperature) and Indicator Light 1 will flash once.

#### INTENSITY SELECTION

To increase the intensity, press the ④ Intensity + button: an acoustic signal will be heard (a long beep signals the maximum intensity 18) and Indicator Light 1 will flash once. To decrease the intensity, press the ① Intensity - button: an acoustic signal will be heard (a long beep signals the minimum intensity 0) and Indicator Light 1 will flash once.

#### ELDER LOCK / KEY LOCK

To activate the Key Lock (Elder Lock) Function, so as to prevent you from accidentally pressing the keys, press ③ button. You will hear a beep and the Indicator Light 2 will turn on. To remove the Key Lock, press again the ③ button. You will hear a long beep and the function will turn off. The indicator light 2 will turn off.

#### REFRESH MODE

To activate the Refresh Mode, press ⑥ button. You will hear a beep and the Indicator Light 3 will turn on. To turn off the Refresh Mode, press again the ⑥ button. You will hear a long beep and the indicator light 3 will turn off.

#### ⚠ NOTE:

The remote control is allowed to control the massager only when it is in contact with the skin. Please check that the massager is correctly positioned on the neck before starting the massage

#### PRECAUTIONS

- Please check the product, charging cable, etc. before use. If it is damaged, it must be replaced or repaired to avoid danger. Please contact the manufacturer.
- Cut off the power supply before wearing, and disconnect the power plug when not in charge. Do not charge it while in use.
- Place and store the charging cable properly, do not twist or pull it.
- Do not use this product close to high-frequency electromagnetic sources.
- If the product may be used for a long time, it should be set to the recommended continuous intensity level 1, and the lower heating level.
- If you need to clean oil stains on the product, please use a soft or fine brush.
- Children can use the product only under the full guidance of a parent or a guardian.
- The electrodes of the product have a heating surface and should not be used by non self-sufficient people, children or people who are not sensitive to heat
- This product is not a medical device and has no medical effect. It is not recommended for medical use.
- Wear the massager correctly on the neck, and wear it symmetrically. The electrodes should be in direct contact with the skin.
- Do not use this product in hot and humid places, on unhealed wounds, in oxygen chambers, or when using oxygen equipment.
- Do not use this product with a mixture of flammable anesthetic and air, oxygen and nitrogen oxides.
- Do not place heavy weights on the product.
- The massager will automatically turn off after 15 minutes of operation. Usage recommendation: no more than 30 minutes a day.
- Do not pull the USB plug by the cable, to avoid breaking it. Disconnect the cable by pulling it from the socket.

#### ⚠ DANGER - Never use with the following medical electronics:

- Life-sustaining medical electronic devices such as artificial heart and lungs.
- Electrocardiograph and other medical electronic devices. It can cause these medical electronic devices to malfunction.

#### ⚠ WARNING

- If the patient uses high-frequency surgical equipment and this product at the same time, the electrodes of the product may be damaged or cause burns.
- If the product is used near a shortwave or microwave treatment device (IM), the output of the product may be unstable.
- Avoid placing electrodes on wounds and scars during massage
- During the massage, the electrodes should not be placed close to the heart, as this increases the risk of cardiac fibrillation.
- The product is recommended for one user only. For use by multiple users, clean the pads before use by a new user.
- If, during the operation of the massager, the metal parts of belts, necklaces and similar contact the electrodes, it may cause an electric shock.
- The electrodes of the product have a heating function. In case of prolonged use on the same part (more than 15 minutes), this can cause low temperature burns.
- If you feel unwell during or after use, or if you have any concerns about your health or have a disease that may cause you concerns, stop using the product and contact a doctor.

⦿ This product contains a lithium battery. Do not disassemble, modify, immerse the product in water or throw it into a fire.

#### ⚠ NOTE

- Do not use this product on a swollen or inflamed skin area.
- Do not use at the same time or near other electronic devices. Otherwise, electronic devices may malfunction (for example, electronic/smart watches).
- Do not connect or disconnect the USB charging cable with wet hands, to avoid electric shock or accident.
- Do not use the massager with ointments with warming properties, such as camphor oil, tiger bone paste etc.
- Do not use the product in a hot place, such as a bathroom, or use the product while taking a shower.
- Do not use the appliance when going to bed, otherwise it may cause a malfunction and the electrodes may move to other parts of the body.
- Do not apply the electrode pad to the same area for a long time (more than 30 minutes), otherwise it may cause skin inflammation and fatigue.
- When the product works for a long time, the surface will generate heat, which is normal and does not indicate a malfunction.
- When using for the first time after the product has been left unused for a long time, the battery power is depleted. Please follow the instructions for charging
- Recommended for people 16 years and older.

#### USE WITH CAUTION IN THE FOLLOWING GROUPS OR SITUATIONS

#### ⚠ The following people are prohibited from using this product:

- Malignant tumor patients
- Patients with bleeding tendency.
- Pregnant women.
- Patients with acute suppurative inflammation.
- Pacemaker users.
- People with metal inserts after surgery.

In the following cases, consult your doctor before use.

- Patients who are receiving medical treatment or are feeling unwell
- Patients with cardiac or neurocerebral abnormalities.
- Patients whose body temperature exceeds 38 degrees (fever).
- Patients with infectious diseases.
- Patients with reduced skin sensitivity or skin abnormalities.
- Patients who are taking medications.
- Patients with abnormal blood pressure.
- Patients mentally incompetent.
- Patients suffering from sensory disturbances of peripheral circulation due to diabetes, etc.
- Patients with skin allergies to stainless steel electrode pads.
- Patients with reduced physical, perceptive, mental abilities.

#### USE CONDITIONS

Ambient temperature: -40 ° C ~ + 50 ° C  
Relative humidity: ≤80%

#### CONNECTION

Before starting the connection, make sure that Bluetooth is activated on your smartphone. To start the connection, start the "SMART MASSOR" App and select your device from those detected via Bluetooth connection (the closer the device is to the smartphone, the better the connection) as shown in Figure 1. 2 quick beeps signal that the connection is established. By clicking on ①, as shown in Figure 2, you can: disconnect the device / start a Scan for available Bluetooth devices / Reconnect the device.

#### MODE SELECTION

To change the massage mode, drag the slider ③ left / right (available modes: auto combination + tap mode + scraping mode + acupuncture mode + manipulation mode + physiotherapy mode). Selecting a mode, you will hear 2 beeps in a row

#### INTENSITY SELECTION

To adjust the intensity of the massage, drag the slider ⑤ up / down. You will hear a single beep (long beep at the minimum and maximum level). The system prevents too large intensity variations in short times, in order to prevent possible inconveniences during use.

#### TEMPERATURE SELECTION

To adjust the temperature, drag the slider ② left / right. You will hear a single beep (long beep at the maximum level)

#### TIME SELECTION

To adjust the massage time, drag the slider ④ up / down. You will hear a single beep.

To start the massage cycle, click ⑦

- To start the Refresh mode, after setting the desired mode, intensity and temperature, click ⑥. You will hear a beep and the icon turns on white. To turn off the Refresh mode, click ⑥ again. You will hear a long beep and the icon turns off.
- To activate the Key Lock (Elder Lock) Function, so as to prevent you from accidentally pressing the keys, click on ⑧ (Elder Lock). With this function, only the slider for adjusting the massage time and the ON / OFF button remain active. To reactivate all other controls, remove the key lock by clicking on ⑧ (Elder Lock) again.

#### ⚠ NOTE:

- Since each person has different sensitivity for the massage, if during use you feel the intensity is excessive, immediately lower the intensity to the minimum level, or press the power button or the switching mode button on the App, to bring the intensity back to the minimum level.
- If the ① icon in the upper right corner of the App is gray, it means that the massager is not in contact with the skin, and therefore will not work properly. When the massager is properly in contact with the skin, the icon is white, and the massager will work optimally

### TROUBLESHOOTING

If you encounter problems while using the product, please refer to the following tips and solutions:

PROBLEM	POSSIBLE CAUSES AND SOLUTIONS
The product does not start	Insufficient battery charge, try to recharge
	Please check if the power switch has been pressed
The product does not charge	Check if the USB cable is connected to the product and the charger
The product is working but there is no stimulation	Check if the USB cable is connected to the product and the charge
	Are the electrodes in direct contact with the skin? Adjust the position so that they are in contact with the skin
	There are clothing or hair accessories in between the electrodes and the skin? Remove the objects
Tingling	Are the electrodes in direct contact with the skin? Adjust the position so that they are in contact with the skin
	The massage time looks too long? We suggest 15 minutes at a time, not more than 2 times a day
	Is the intensity of the massage too strong? Excessive intensity can cause a tingling sensation
	Is the skin allergic to electrodes? People with severe allergies must first undergo desensitization treatment. Does the skin need to be moistened before use? It is advisable to use the product after moistening the skin
Weak stimulation	Is there a wound on the skin surface? Do not use electrodes on the wound
	Are the electrodes in direct contact with the skin of the neck? It is necessary to adjust the position of the electrodes in direct contact with the skin and set an appropriate intensity value
	Is the electrode dirty or greasy? Clean the electrode surface
	Is the battery low? Recharge the battery
	Is the intensity set to the lowest level? Increase the intensity of the massage

#### ⚠ NOTE

If the fault cannot be eliminated or the product still does not work optimally, do not continue to use it, please contact the after sales service. Do not disassemble the product or try to repair it by yourself.

#### FCC CAUTION

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause interference damage, and (2) this device must accept any interference received, including interference that may cause undesired operation.

#### IMPORTANT NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules: designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio / TV technician for help.  
FCC Radiation Exposure Statement:  
This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

#### STORAGE

- Protect the product from humidity, animals / parasites, dirt.
- Store the product in a safe and well-ventilated place, avoid exposure to intense sunlight and corrosive gases and liquids after use. Do not place heavy objects on the product to prevent it from deforming.
- When a fault occurs, contact a qualified service for repair. The product contains no user serviceable parts.
- Before cleaning the product, be sure to turn off the power. For cleaning, use a soft, dry sponge or cloth. Avoid getting the product wet, so as not to damage it.
- Do not immerse the product in any cleaning liquid.
- Do not use abrasive cleaners to prevent the surface of the product from becoming discolored. Corrosion can cause the product to break.
- Do not use this product for any purpose other than those described in this instruction manual.
- Do not expose the product to direct sun light, to avoid discoloration of the surface.
- Check the product frequently. In case of signs of wear or damage, or if the product has been used improperly, the product must be checked by qualified personnel before being used again.

#### PROTECTION OF HEALTH AND THE ENVIRONMENT:

Product packaging can not be thrown or burned, it should be sent for waste recycling. Observe the regulations regarding the collection and recycling of waste in your municipality.

At the end of its useful life, the product must not be thrown away as common waste, it must not be disassembled or burned. Discard the product in accordance with the waste disposal regulations of your municipality.

