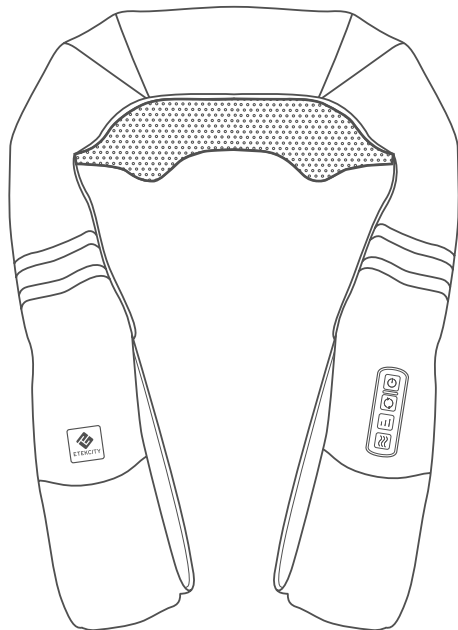




Wireless Shiatsu Neck & Shoulder Massager

Model: EM-SN8S

User Manual



Thank you for purchasing the **Wireless Shiatsu Neck & Shoulder Massager** by Etekcity.

If you have any questions or concerns, please reach out to our helpful Customer Support Team at support@etekcity.com. We hope you enjoy your new massager!

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Package Contents

1 x Wireless Shiatsu Neck & Shoulder Massager
1 x Cloth Wrap
1 x AC Wall Adapter
1 x DC Car Adapter
1 x User Manual

Specifications

AC/DC Adapters	Input: 100-240V~ 50/60Hz Output: 12V= 2.5A Note: <i>The car adapter is only compatible with 12V DC ports.</i>
Rated Power	30W
Default Operation Time	15 min
Power	18650 Li-ion battery 2200mAh
Battery Life	2-3 hr
Charge Time	≤ 5 hr
Cover Material	Polyurethane
Storage Conditions	-4°-122°F / -20°-50°C
Dimensions	21.9 x 14.4 x 7.3 in / 55.5 x 36.5 x 18.5 cm
Weight	3.75 lb / 1.7 kg

IMPORTANT SAFETY INFORMATION

To reduce the risk of burns, fire, electric shock, or other injury, follow all instructions and safety guidelines. Read all instructions before using.

DANGER:

- **Always** unplug this massager from the electrical outlet immediately after using and before cleaning.
- Examine your massager's fabric covering for any sign of damage before using. If there are any tears, cracks, or blistering, **do not** use your massager.
- **Never** use pins or other metallic fasteners with this massager.
- Keep dry. **Do not** use the massager if it is wet.

WARNING:

- **Do not** leave your massager unattended when plugged in. Unplug when not in use, and before putting on or taking off parts.
- **Do not** operate under a blanket or pillow. Overheating can occur, causing fire, electric shock, or other injury.
- Close supervision is necessary when your massager is used by or near children, invalids, or persons with disabilities. **Do not** let children use the massager.

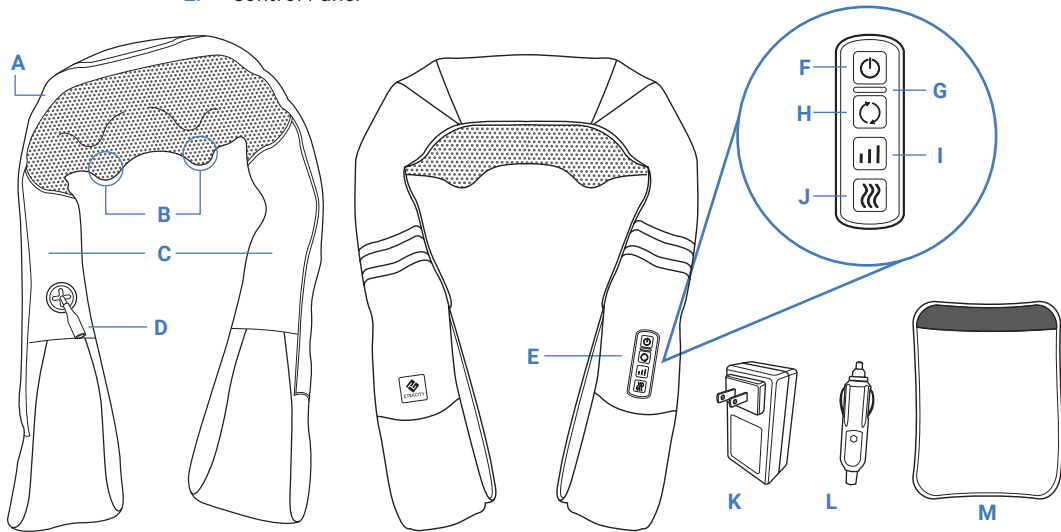
- **Only** use this massager as directed in this manual. **Do not** use attachments not recommended by Etekcity.
- **Do not** use the massager if has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or partly/fully immersed in water. Contact **Customer Support** (see page 19).
- **Do not** carry the massager by the cord.
- Keep the cord and adapter away from heated surfaces.
- **Do not** insert any object into any opening unless directed by the manual.
- **Do not** use outdoors.
- **Do not** operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn off all controls, then unplug.
- The massager may get hot enough to cause burns on any control setting. **Do not** use when sleeping. **Do not** use on infants, disabled persons, or people who are sleeping or unconscious. **Do not** use on sensitive skin or if you have poor blood circulation. Check the skin in contact with the heated area of the massager frequently to reduce the risk of blistering.
- **Do not** use this massager directly on swollen or inflamed areas. If you have any injury, disease, or reduced feeling affecting the areas you want to massage, then consult a physician before using.
- To reduce the risk of electric shock, **do not** remove the massager covering.
- The massager is not intended for medical use or as a substitute for medical attention.
- **Do not** crush the massager.
- **Do not** use the massager for more than 30 minutes at a time.
- **Do not** use the massager while driving or operating heavy machinery.

- **Do not** use the massager while wearing loose clothing or jewelry.
- Keep long hair away from massager when in use.
- **Do not** try to repair the massager. Contact **Customer Support** (see page 19) if the massager is malfunctioning.
- Positioning your massager incorrectly or applying excess pressure may result in pain or injury.
- Not for commercial use. Household use **only**.

SAVE THESE INSTRUCTIONS

Diagram





- A. Massager
- B. Massage Nodes
- C. Arm Straps
- D. Adapter Port
- E. Control Panel
- F. Power Button
- G. LED Battery Indicator
- H. Rotation Direction Button
- I. Speed Button
- J. Heat Button
- K. AC Wall Adapter
- L. DC Car Adapter
- M. Cloth Wrap

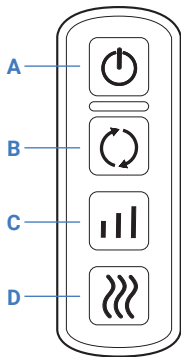



Using the Massager

Note: Before using, make sure the massager is charged (see page 14).

Position the massager on the target area. If desired, put your arms through the arm straps to gently apply pressure. (See **Common Areas of Use**, page 11).

- A. Press  to turn the massager on/off.
- B. Press  to change the rotation direction of the massage nodes. The massage nodes will automatically change their rotation direction every 60 seconds.
- C. Press  repeatedly to cycle through the massage speed settings: low, medium, and high. The default rotating speed is medium.
- D. Press  repeatedly to cycle through the heat settings: low, high, and off. The default heat setting is low.



The massager will automatically turn off after 15 minutes. You can press  to turn the massager back on. **Do not** use the massager for more than 30 minutes at a time.

Cloth Wrap

Put the cloth wrap on the massager for more comfortable use. Place the wrap around the massager body, and close the fastener strap to secure it to the massager. *[Figures 1.1-1.2]*

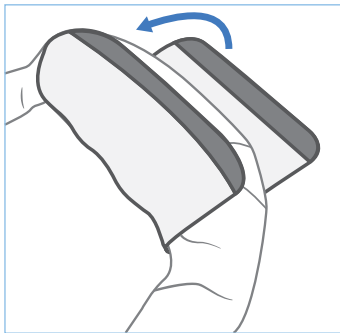


Figure 1.1

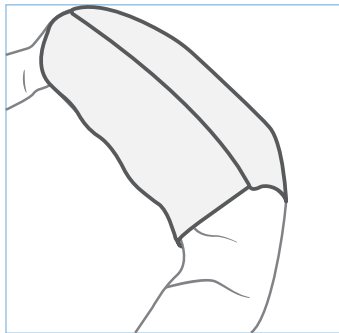


Figure 1.2

Common Areas of Use

Note: *Do not* use this massager on the head, elbows, knees, chest, or other body parts that the massager does not fit.

The massager can be used on the neck, upper back and shoulders, lower back, arms, hips, thighs, feet and calves, and areas of your choice where the massager fits. [Figures 2.1-2.7]

Neck

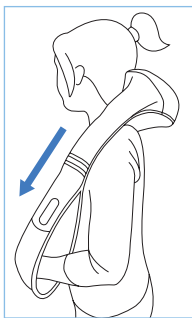


Figure 2.1

**Upper Back
and Shoulders**

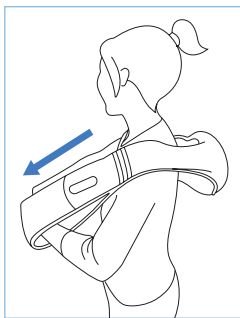


Figure 2.2

Lower Back

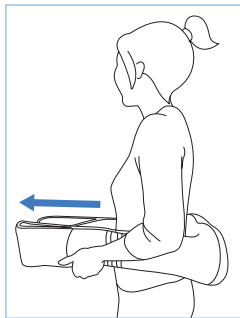


Figure 2.3

Arms

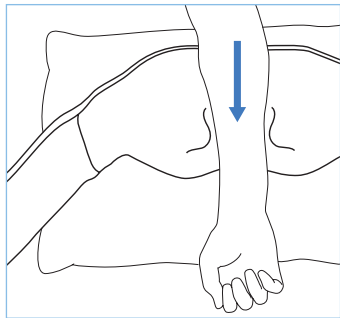


Figure 2.4

Common Areas of Use (cont.)

Hips

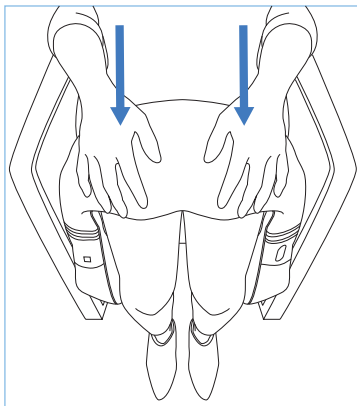


Figure 2.5

Thighs

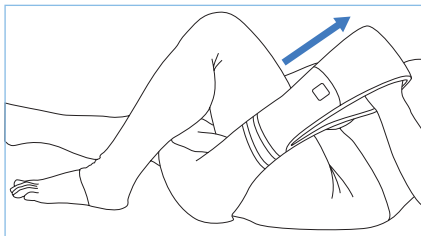


Figure 2.6

Feet and Calves

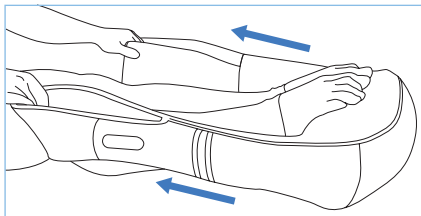


Figure 2.7

Tips for a Better Massage

- For a deeper massage, gently pull on the arm straps while using the massager. [Figure 3.1]
- Keep hair away from the massage nodes. If necessary, tie up hair before using.
- Avoid placing too much tension on the massager (such as pulling too hard, or using your full body weight). This may cause discomfort, pain, or injury.

CAUTION

Stop using the massager immediately if you experience extreme pain or discomfort.

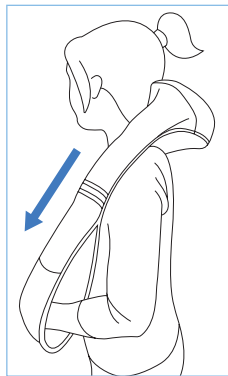


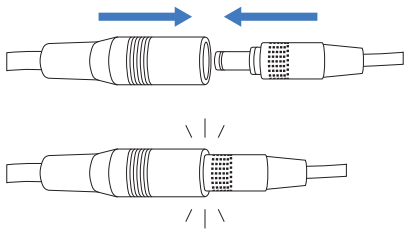
Figure 3.1

Charging Your Massager

1. Connect the massager's adapter port to an adapter. [Figure 4.1]
2. Plug in the adapter. The LED Battery Indicator light will blink to indicate that the massager is charging.
3. When the massager is fully charged, the LED Battery Indicator light will turn solid.

Note:






- *The battery will take 5 hours to fully charge when it has been completely drained.*
- *When fully charged, the massager will last for 2-3 hours of use, depending on the heat level and massage speed that is selected.*
- *You can use the massager while it is charging.*



The adapter will snap into place.

Figure 4.1



Battery Indicator Lights

Light	Status
	All 4 Lights: Battery fully charged.
	3 Lights: 75% battery.
	2 Lights: 50% battery.
	1 Light: 25% battery.
	All 4 Lights Flashing: Battery is charging.

Maintenance & Storage

- Unplug the massager and allow it to cool before cleaning.
- Wipe the massager with a damp or dry cloth. **Do not** use water, wet cloths, or cleaning detergents, and **do not** place inside washing machines or dryers.
- Store the massager and adapters in a cool, dry place away from sharp edges or pointed objects.
- The cloth wrap is machine-washable. Close the fastener strap before washing.

Troubleshooting

Problem	Possible Solution
The massager won't turn on.	Make sure the massager is fully charged (see Charging Your Massager , page 14).
	Unplug the power adapter from the massager and plug it back in.
The massager isn't charging.	Make sure the adapter is correctly connected to the massager (see Charging Your Massager , page 14).
	Make sure the adapter is correctly plugged in and the outlet is working properly.
The massager turns off during use.	The massager will automatically turn off after 15 minutes. You can press  to turn the massager back on. Do not use the massager for more than 30 minutes at a time.
	If you have been using the massager for a long time, overheat protection may have activated. Turn the massager off and allow it to cool for at least 1 hour.
The massager doesn't get hot enough while heat is turned on.	Press  to choose the high heat setting.
	Wear thinner clothing if necessary. Thicker clothes will absorb or block heat.
	If heat isn't working at all, contact Customer Support (see page 19).
You feel pain or excessive discomfort while using the massager.	The massager may be positioned in an area where it doesn't comfortably fit. Stop using the massager and read Important Safety Information (page 5) and Common Areas of Use (page 10).
	You may be applying too much pressure while using the massager. Stop using the massager and allow the affected area to relax. See Tips for a Better Massage (page 13).

If your problem is not listed, please contact **Customer Support** (see page 19).

Warranty Information

Product	<i>Wireless Shiatsu Neck & Shoulder Massager</i>
Model	<i>EM-SN8S</i>
For your own reference, we strongly recommend that you record your order ID and date of purchase.	
Order ID	
Date of Purchase	

TERMS & POLICY

Etekcify Corporation (“Etekcify”) warrants this product to the original purchaser to be free from defects in material and workmanship, under normal use and conditions, for a period of 2 years from the date of original purchase.

Etekcify agrees, at our option during the warranty period, to repair any defect in material or workmanship or furnish an equal product in exchange without charge, subject to verification of the defect or malfunction and proof of the date of purchase.

There is no other express warranty. This warranty does not apply:

- If the product has been modified from its original condition;
- If the product has not been used in accordance with directions and instructions in the user manual;
- To damages or defects caused by accident, abuse, misuse or improper or inadequate maintenance;
- To damages or defects caused by service or repair of the product performed by an unauthorized service

provider or by anyone other than Etekcitcity;
To damages or defects occurring during commercial use, rental use, or any use for which the product is not intended;
To damages or defects exceeding the cost of the product.

Etekcitcity will not be liable for indirect, incidental, or consequential damages in connection with the use of the product covered by this warranty.
This warranty extends only to the original consumer purchaser of the product and is not transferable to any subsequent owner of the product regardless of whether the product is transferred during the specified term of the warranty.

This warranty does not extend to products purchased from unauthorized sellers. Etekcitcity's warranty extends only to products purchased from authorized sellers that are subject to Etekcitcity's quality controls and have agreed to follow its quality controls.

All implied warranties are limited to the period of this limited warranty.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

If you discover that your product is defective within the specified warranty period, please contact Customer Support via support@etekcity.com. DO NOT dispose of your product before contacting us. Once our Customer Support Team has approved your request, please return the product with a copy of the invoice and order ID.

Every Etekcitcity product automatically includes a 2-year warranty. To make the customer support process quick and easy, register your product online at www.etekcity.com/warranty.
This warranty is made by:

Etekcitcity Corporation
1202 N. Miller St., Suite A
Anaheim, CA 92806

Customer Support

If you have any questions or concerns about your new product, please contact our helpful Customer Support Team.

Customer Support

Etekcify Corporation

1202 N. Miller St., Suite A
Anaheim, CA 92806

Email: support@etekcity.com

Toll-Free: (855) 686-3835

Support Hours

Mon–Fri, 9:00 am–5:00 pm PST/PDT

**Please have your invoice and order ID ready before contacting Customer Support.*

Connect with us @Etekcity

