

## Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

manuals.plus /

› [Zyllion](#) /

› [Zyllion Shiatsu Back and Neck Massager with Heat - 3D Electric Kneading Deep Tissue Massage Pillow for Muscle Pain Relief, Black, ZMA-13 User Manual](#)

## Zyllion ZMA-13

# Zyllion Shiatsu Back and Neck Massager with Heat

MODEL: ZMA-13 USER MANUAL

## 1. Introduction

Thank you for choosing the Zyllion Shiatsu Back and Neck Massager with Heat, Model ZMA-13. This electric kneading massage pillow is designed to provide deep tissue relief for sore and stiff muscles in various parts of your body, including the back, neck, legs, and feet. Featuring advanced 3D massage nodes and an optional soothing heat function, this device aims to enhance your comfort and well-being. Please read this manual thoroughly before use to ensure proper operation and safety.



The Zyllion Shiatsu Back and Neck Massager, model ZMA-13, is a black, pillow-shaped device with red illuminated massage nodes visible through a mesh fabric. It is displayed alongside its product packaging, which highlights features like 'Ergonomic Design & Lumbar Support' and 'Doctor Recommended'.

## 2. Important Safeguards

To reduce the risk of electric shock, burns, fire, or injury, always follow these basic safety precautions:

- Always unplug the massager from the electrical outlet immediately after using and before cleaning.
- Do not use while bathing or in a shower.
- Do not place or store the massager where it can fall or be pulled into a tub or sink.
- Do not place in or drop into water or other liquid.
- Never use pins or other metallic fasteners with this appliance.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.

- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Contact Zyllion customer support for assistance.
- Keep the cord away from heated surfaces.
- Never use while sleeping or drowsy.
- Never drop or insert any object into any opening.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Do not use on sensitive skin areas or where circulation is poor.
- The massager has a heated surface. Persons insensitive to heat must be careful when using the appliance.
- This massager is not a toy. Keep out of reach of children.
- **Important:** The massager is designed with an automatic 20-minute shut-off feature to prevent overheating and ensure safety.
- **Note:** This product is not cordless and must be plugged in at all times during operation.

### 3. Product Features

---

The Zyllion ZMA-13 massager is equipped with several features designed for effective and comfortable muscle relief:

- **Advanced 3D Deep Tissue Massage:** Features two soft silicone nodes on each side that provide a soothing kneading sensation, penetrating deep into painful knots.
- **Therapeutic Soothing Heat:** Incorporates a heat function to improve circulation and soothe tired, aching muscles.
- **Ergonomic & Versatile Design:** Contours to various body parts including the back, neck, arms, hands, legs, and feet.
- **Automatic Rotation Change:** The massage nodes automatically change rotation direction every 60 seconds for a realistic shiatsu experience.
- **Overheat Protection & Auto-Shutoff:** Built-in safety feature automatically shuts off the massager after 20 minutes of continuous use.
- **Adjustable Velcro Straps:** Allows the massager to be secured to an office chair or car headrest for stable use.
- **Portable Comfort:** Compact design suitable for use at home, office, or during travel (car adapter included).

# FEEL BETTER. LIVE BETTER.

*Professional-Grade Massage Technology at Your Fingertips*

-  **U.S. Operated for Your Peace of Mind** ✓  
*Exceptional quality, fast responses and service you can trust.*
-  **Overheat Protection Technology** ✓  
*Automatically shuts off after 20 minutes for worry-free use.*
-  **Precision-Tested for Reliability** ✓  
*Certified circuitry ensures long-lasting, safe operation.*
-  **Safe Power, Strong Results** ✓  
*UL-Certified 2.5A adapter fuels every massage with reliability.*
-  **Full-Spectrum Soothing Heat** ✓  
*12 lamps (6 on each side) deliver warm, consistent muscle-melting comfort.*



This image presents an infographic titled 'FEEL BETTER. LIVE BETTER. Professional-Grade Massage Technology at Your Fingertips.' It lists five key features: U.S. Operated for Your Peace of Mind, Overheat Protection Technology (20-minute auto-shutoff), Precision-Tested for Reliability, Safe Power with UL-Certified adapter, and Full-Spectrum Soothing Heat from 12 lamps.



A four-panel image demonstrating the massager's use and features. The top left shows a person relaxing with the massager on their neck. The top right displays a diagram of the four smooth, rotating massage nodes. The bottom left highlights the easy-to-use multi-functional power button. The bottom right shows a person relaxing on a couch with the massager on their lower back.

#### 4. Package Contents

Your Zyllion Shiatsu Back and Neck Massager package should include:

- Zyllion Shiatsu Back and Neck Massager (Model ZMA-13)
- AC Power Adapter (110V-240V)
- Car Adapter
- Free Sleeve (for softer massage, if included with your model)

#### 5. Setup

Setting up your Zyllion massager is simple:

1. **Connect Power:** Insert the AC power adapter into the massager's power input port. Plug the other end

into a standard electrical outlet. For car use, insert the car adapter into the massager's power input port and the other end into your vehicle's 12V power outlet.

2. **Position Massager:** Place the massager on the desired body area (neck, back, legs, etc.). Ensure the mesh side with the massage nodes is facing your body.
3. **Secure (Optional):** If using on a chair or car seat, utilize the adjustable Velcro straps on the back of the massager to secure it in place.



**STAY PUT,  
STAY RELAXED**

*Adjustable Velcro straps provide stability while you unwind.*

Automatically *changes rotation* every **60 seconds**.



Rotates *clockwise* and *counter-clockwise* for a *realistic* shiatsu massage experience.



This image highlights the massager's versatility and stability. The top left shows a person using the massager on an office chair. The top right displays the adjustable Velcro straps. The bottom left shows a diagram of the internal nodes rotating clockwise and counter-clockwise. The bottom right shows the massager secured to a car headrest.

## 6. Operating Instructions

The ZMA-13 massager features a simple one-button operation:

1. **Power On/Off:** Press the power button once to turn on the massager. The massage nodes will begin to rotate, and the heat function will activate automatically (indicated by red light from the nodes).
2. **Toggle Heat:** Press the power button a second time to turn off the heat function while the massage continues.

3. **Reverse Rotation:** The massage nodes will automatically reverse their rotation direction approximately every 60 seconds. This is a normal function for a comprehensive massage.
4. **Power Off:** Press the power button a third time to turn off the massager completely.
5. **Automatic Shut-off:** For safety and to prevent overheating, the massager will automatically shut off after 20 minutes of continuous use. If you wish to continue your massage, simply press the power button again to restart the unit.

**THERAPEUTIC SOOTHING HEAT**

*Improves circulation and soothes tired, aching muscles.*

**\*MUST BE PLUGGED IN AT ALL TIMES!**

**\*NOT CORDLESS OR RECHARGEABLE**

**Overheat Protection**

**20-Minute Auto Shutoff**

**Power Adapter 110V-240V**

This image focuses on the heating and safety features. The top left shows a graphic of the massager with red heat waves, indicating improved circulation. The top right shows the massager secured to a chair, emphasizing it must be plugged in. The bottom right details the Overheat Protection with a 20-Minute Auto Shutoff timer and displays the 110V-240V power adapter. The bottom left shows a person using the massager on their neck with the heat function active.

## 7. Maintenance and Care

Proper care will ensure the longevity of your Zyllion massager:

- **Cleaning:** Always unplug the massager before cleaning. Wipe the surface with a soft, slightly damp cloth. Do not use abrasive cleaners or harsh chemicals. Do not immerse the massager in water or any other liquid.

- **Storage:** Store the massager in a cool, dry place when not in use. Avoid direct sunlight or extreme temperatures. Do not hang the unit by the power cord.
- **Avoid Sharp Objects:** Keep the massager away from sharp objects that could puncture or damage the fabric.

## 8. Troubleshooting

If you encounter any issues with your Zyllion massager, please refer to the following common problems and solutions:

- **Massager does not turn on:**
  - Ensure the power adapter is securely plugged into both the massager and a working electrical outlet.
  - Check if the power outlet is functional by plugging in another device.
- **Heat function is not working:**
  - Ensure the massager is powered on (first press of the button activates both massage and heat).
  - The heat may take a few minutes to become noticeable.
- **Massager turns off unexpectedly:**
  - This is likely the automatic 20-minute shut-off safety feature. Simply press the power button again to restart the massage.
  - If it shuts off frequently before 20 minutes, ensure proper ventilation around the unit and that it is not covered.
- **Massage feels too intense:**
  - Reduce pressure against the massager.
  - If included, use the free sleeve to soften the massage intensity.

If the problem persists after trying these solutions, please contact Zyllion customer support for further assistance.

## 9. Specifications

Attribute	Detail
Brand	Zyllion
Model	ZMA-13
Use For	Back, Legs, Neck, Whole Body
Power Source	Corded Electric
Material	Faux Leather
Item Weight	3.9 Pounds (approx. 1.77 kg)
Dimensions (L x W x H)	13" x 3.5" x 9.5" (approx. 33cm x 8.9cm x 24.1cm)

# PORTABLE COMFORT FOR EVERY JOURNEY



*Enjoy soothing massages on  
road trips, flights and daily commutes.*



This image emphasizes the portability of the massager. The top left shows the massager with a 'free sleeve included' note.

The top right shows a person smiling while using the massager as a neck pillow in a car. The bottom left shows the massager secured to a car seat. The bottom right provides the product dimensions (13" Length, 3.5" Width, 9.5" Height) and weight (4 lbs), and displays the car adapter.

## 10. Warranty and Support

The Zyllion Shiatsu Back and Neck Massager (Model ZMA-13) includes an automatic **1-year warranty** from the date of purchase. This warranty covers any issues that may arise with your massager, cover, or any accessories within the first year of ownership. In the event of a defect or malfunction covered under warranty, Zyllion will replace your product.

For warranty claims, technical support, or any other inquiries, please contact Zyllion customer support directly. Refer to the product packaging or the official Zyllion website for the most current contact information.

**Note:** Please retain your proof of purchase for warranty validation.

