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> [HoMedics Shiatsu Deluxe Neck & Shoulder Massager NMS-620H User Manual](#)

## Homedics NMS-620H

# HoMedics Shiatsu Deluxe Neck & Shoulder Massager with Heat (Model NMS-620H)

User Manual

## INTRODUCTION

Thank you for purchasing the HoMedics Shiatsu Deluxe Neck & Shoulder Massager with Heat. This device is designed to provide a deep-kneading shiatsu massage with optional soothing heat, targeting tension in your neck, shoulders, back, and legs. Its ergonomic design and convenient controls make it easy to use for personalized relief.

## IMPORTANT SAFEGUARDS

When using electrical products, especially when children are present, basic safety precautions should always be followed. Read all instructions before using this appliance.

- Use with caution.
- Avoid use by children, pregnant women, and individuals with certain health conditions. Consult a physician before use if you have any medical conditions.
- Do not wrap the power cord around the unit.
- Do not hang the unit by its cord.
- Do not store in humid places.
- Avoid contact with sharp objects.
- Do not use while sleeping.
- Unplug the appliance from the outlet when not in use and before cleaning.

## PRODUCT FEATURES

- **Deep-Kneading Shiatsu Massage:** Features 4 massage nodes (2 small, 2 large) that rotate to provide targeted relief.
- **Soothing Heat Function:** Provides comforting warmth for deeper relaxation. Massage nodes illuminate when heat is active.
- **3 Vibration Speeds:** Customize massage intensity from three different settings.
- **Reverse Function:** Change the direction of the massage nodes with the Shiatsu Reverse Button.
- **Ergonomic Design:** Internal wire frame flexes and shapes for a perfect fit around the neck and shoulders. Plush, soft cushion ensures comfort.
- **Convenient Straps:** Integrated handles allow you to adjust pressure by lightly pulling the device, pressing the

massaging nodes into your body.

- **Integrated Controls:** Easily accessible buttons located on the left side of the cushion.
- **Automatic Shut-off:** Features a 15-minute auto shut-off mechanism for safety and convenience.
- **Versatile Use:** Suitable for neck, shoulders, back, and legs.

## SETUP

1. **Unpack the Massager:** Carefully remove the HoMedics Shiatsu Deluxe Neck & Shoulder Massager from its packaging. Ensure all components, including the AC adaptor and instruction manual, are present.
2. **Connect Power:** Plug the AC adaptor into the massager's power input port, then plug the adaptor into a standard electrical outlet.
3. **Positioning:** Place the massager around your neck and shoulders, or on the desired body part (back, legs). The ergonomic design allows for flexible positioning.



Image: The HoMedics Shiatsu Deluxe Neck & Shoulder Massager in beige, showing its ergonomic design and control panel. This image illustrates the product's overall appearance and key features.

## OPERATING INSTRUCTIONS

1. **Power On:** Press the power button located on the integrated control panel on the left side of the cushion. The massager will begin operating at an inward rotating motion.
2. **Adjust Massage Speed:** Press the speed control button to cycle through three different vibration speeds (low, medium, high) to find your preferred intensity.
3. **Activate Heat Function:** Press the heat button to turn on the soothing heat. The massage nodes will illuminate red when the heat function is active. Press again to turn off the heat.
4. **Reverse Massage Direction:** Press the Shiatsu Reverse Button to change the direction of the 4 massage nodes. This allows for a varied massage experience.
5. **Control Intensity:** Use the convenient handles to lightly pull the device, pressing the massaging nodes deeper into your neck, shoulders, back, or legs for a more penetrating massage.
6. **Automatic Shut-off:** The massager is equipped with a 15-minute auto shut-off feature for safety. The unit will automatically turn off after 15 minutes of continuous use.
7. **Power Off:** To turn off the massager manually, press the power button until the unit stops.



Image: A close-up view of the integrated control panel on the HoMedics massager, showing the power, speed, heat, and reverse

buttons. This highlights the user-friendly controls.

# versatile relief

Deep-kneading massage targets tight muscles & tension in problem areas

The image shows a man from the back, wearing a grey tank top, using a beige neck and shoulder massager. The massager has two large rollers and a control panel with buttons. Blue arrows indicate the direction of the massage. To the right, a white silhouette of a human body has red circles with white centers on the neck, shoulders, back, and knees, indicating target areas for the massage. The text 'shatsu massage' is written in white on the left, with a line pointing to the control panel. The text 'use on neck, back, shoulders & legs' is written in white on the right.

shatsu massage

use on neck, back, shoulders & legs

Image: A person using the HoMedics massager on their neck and shoulders, demonstrating how to hold the comfort-flex handles to adjust massage intensity. This illustrates the ergonomic design and user interaction.

Your browser does not support the video tag.

Video: Official HoMedics demonstration of the Shiatsu Deluxe Neck & Shoulder Massager with Heat. This video shows the product in use, highlighting its features and benefits for muscle relaxation.

## MAINTENANCE

### Cleaning

- Always unplug the massager before cleaning.
- Wipe the unit with a soft, slightly damp cloth.
- Never use abrasive cleaners, brushes, gasoline, kerosene, glass/furniture polish, or paint thinner to clean the massager.
- Do not immerse the massager in water or any other liquid.

### Storage

- After use, unplug the massager and allow it to cool before storing.

- Store the massager in a safe, dry, and cool place.
- Do not wrap the power cord around the unit.
- Avoid contact with sharp objects that could cut or puncture the fabric surface.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
Massager does not turn on.	Not properly plugged in.	Ensure the AC adaptor is securely plugged into both the massager and a working electrical outlet.
Heat function is not working.	Heat function not activated or unit recently turned on.	Press the heat button. Allow a few minutes for the heat to warm up. Ensure the massager is powered on.
Massage feels too intense/weak.	Incorrect speed setting or insufficient/excessive pressure.	Adjust the speed setting. Use the handles to apply more or less pressure against your body.
Massager stops unexpectedly.	Automatic 15-minute shut-off activated.	This is a safety feature. You can restart the massager by pressing the power button again.

## SPECIFICATIONS

- **Model Number:** NMS-620H
- **Brand:** HoMedics
- **Product Dimensions:** 44.88 x 7.01 x 5.12 inches
- **Item Weight:** 3.62 Pounds
- **Power Source:** Corded Electric
- **Massage Therapy Technique:** Kneading, Shiatsu
- **Target Use Body Part:** Back, Legs, Neck, Shoulder, Whole Body
- **Special Features:** Bi-Direction Control, Heat, Speed Control
- **Massager Form:** Wrap Around Neck Massager
- **Material Type:** Fabric
- **Water Resistance Level:** Not Water Resistant
- **Product Grade:** Home
- **Is Product Cordless:** No

## WARRANTY AND SUPPORT

This HoMedics Shiatsu Deluxe Neck & Shoulder Massager comes with a **Two-year limited warranty** from the date of purchase. Please retain your proof of purchase for warranty claims.

For technical support, troubleshooting assistance, or warranty inquiries, please contact HoMedics Customer Service through their official website or the contact information provided in your product packaging.

*Note: Statements regarding dietary supplements have not been evaluated by the FDA and are not intended to diagnose, treat, cure, or prevent any disease or health condition.*