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› [Brookstone 2-in-1 Tapping and Shiatsu Neck & Shoulder Massager User Manual](#)

**Brookstone 977812**

# Brookstone 2-in-1 Tapping and Shiatsu Neck & Shoulder Massager User Manual

## IMPORTANT SAFETY INFORMATION

Please read all instructions carefully before using this massager. Failure to follow safety warnings may result in injury or damage.

- For adult use only.
- Do not use the massager in close proximity to loose clothing or jewelry.
- Keep long hair away from the massager while in use.
- Individuals who are pregnant or recently gave birth, have a heart condition or a pacemaker, suffer from diabetes or other sensory impairment, phlebitis and/or thrombosis, joint dysfunction, inflammation or injuries, weak bones, osteoporosis, a high fever, an abnormal or curved spine, are at an increased risk of developing blood clots, or have pins/screws/implants should consult a physician before using this massager.
- 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.

## PRODUCT OVERVIEW

The Brookstone 2-in-1 Tapping and Shiatsu Neck & Shoulder Massager is designed to provide targeted massage to hard-to-reach muscles in the neck, back, and between the shoulder blades. It combines two distinct massage techniques, Tapping and Shiatsu, which can be used individually or simultaneously. The massager also features selectable heat for enhanced muscle relaxation.



**Figure 1:** Front view of the Brookstone 2-in-1 Tapping and Shiatsu Neck & Shoulder Massager. This image displays the overall design of the massager, including the main body and arm straps, with the control panel visible on the left arm.

## Key Features:

- Combines Shiatsu and Tapping massage techniques.
- Selectable heat function for deeper muscle relaxation.
- Three automatic massage programs.
- Three intensity levels: Low, Medium, and High.
- Weighted straps for secure positioning during use.

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## PACKAGE CONTENTS

Please verify that all items are present in the package:

- Brookstone 2-in-1 Tapping and Shiatsu Neck & Shoulder Massager
- Power Adapter
- User Manual (this document)

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## SETUP

Follow these steps for initial setup:

1. Unpack the massager and all accessories from the packaging.
2. Inspect the massager and power adapter for any signs of damage. Do not use if damaged.
3. Connect the power adapter to the massager's power input port.
4. Plug the power adapter into a standard electrical outlet.
5. Position the massager around your neck and shoulders, using the arm straps to adjust for comfort and pressure.



**Figure 2:** Back view of the massager, showing the mesh fabric and the general shape when worn. This view illustrates how the massager contours to the neck and shoulder area.

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## OPERATING INSTRUCTIONS

Familiarize yourself with the control panel to operate the massager effectively.



**Figure 3:** Detailed view of the control panel. This image highlights the various buttons for power, massage modes (Tapping, Shiatsu, Combined), heat, and intensity levels (Low, Medium, High), along with program selections.

### Control Panel Functions:

- **Power Button ( ):** Press to turn the massager ON or OFF.
- **Tapping Button:** Activates the Tapping massage mode.
- **Shiatsu Button:** Activates the Shiatsu massage mode.
- **Tapping + Shiatsu Button:** Activates both Tapping and Shiatsu massage modes simultaneously.
- **Heat Button:** Toggles the heat function ON or OFF.
- **Intensity/Speed Buttons (L, M, H):** Adjusts the massage intensity or speed to Low, Medium, or High.
- **Program Buttons (1, 2, 3):** Selects one of the three automatic massage programs.

### Massage Modes:

- **Tapping Massage:** A percussion massage technique using a light knocking movement to alleviate muscle stiffness and promote circulation.
- **Shiatsu Massage:** A deep-kneading pressure massage technique using circular motions on targeted points to release tension.

- **Combined Mode:** Utilizes both Tapping and Shiatsu techniques for a comprehensive massage experience.

## Using the Massager:

1. Ensure the massager is properly plugged in.
2. Position the massager on the desired area (neck, shoulders, upper back). Use the arm straps to apply gentle pressure and guide the massage nodes.
3. Press the Power button to turn on the massager.
4. Select your preferred massage mode (Tapping, Shiatsu, or Tapping + Shiatsu).
5. Adjust the intensity level (Low, Medium, High) as desired.
6. Activate the Heat function if desired.
7. Alternatively, select one of the three automatic massage programs.
8. To turn off the massager, press the Power button again.

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## MAINTENANCE AND CARE

Proper care ensures the longevity of your massager.

- **Cleaning:** Disconnect the massager from the power outlet before cleaning. Wipe the surface with a soft, slightly damp cloth. Do not use abrasive cleaners or immerse the unit in water.
- **Storage:** Store the massager in a cool, dry place, away from direct sunlight and extreme temperatures. Avoid placing heavy objects on the massager.
- **Cord Care:** Do not wrap the power cord tightly around the unit. Avoid twisting or kinking the cord.

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## TROUBLESHOOTING

If you encounter issues with your massager, 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 heat button has been pressed and the indicator light (if present) is on.
  - Allow a few minutes for the heat to become noticeable.
- **Massage intensity feels weak:**
  - Adjust the intensity level to Medium or High using the corresponding buttons.
  - Apply gentle downward pressure using the arm straps to increase contact with the massage area.
- **Unusual noise during operation:**
  - Some operational noise is normal, especially with the Tapping function.
  - If the noise is excessive or unusual, discontinue use and contact customer support.

## SPECIFICATIONS

Feature	Detail
Model Number	977812
Product Dimensions	15.7 x 7 x 7.1 inches
Weight	8 Pounds
Power Source	Corded Electric
Massage Types	Tapping, Shiatsu, Combined
Intensity Levels	Low, Medium, High
Special Feature	Heat

## WARRANTY INFORMATION

For detailed warranty information, please refer to the warranty card included with your product or visit the official Brookstone website. Keep your purchase receipt as proof of purchase for any warranty claims.

## SUPPORT

If you have any questions, require technical assistance, or need to report an issue, please contact Brookstone customer support. Contact details can typically be found on the official Brookstone website or on the product packaging.

## Related Documents - 977812

	<p><a href="#"><u>Brookstone Shiatsu Foot Massager with Heat (Model 839379) - User Manual and Safety Guide</u></a></p> <p>Comprehensive user manual for the Brookstone Shiatsu Foot Massager with Heat (Model 839379), including important safety instructions, operating guide, care and maintenance tips, troubleshooting, and warranty information.</p>
	<p><a href="#"><u>Brookstone 313181 Hand Massager: User Manual, Safety, and Operation Guide</u></a></p> <p>Official user manual and safety guide for the Brookstone 313181 Hand Massager. Learn about safe operation, maintenance, product specifications, and warranty details for this personal relaxation device.</p>

