FORTHiQ ST-304

FORTHiQ Neck TENS Machine with Heat: User Manual

Model: ST-304

Introduction

The FORTHiQ Neck TENS Machine with Heat is designed to provide temporary relief from neck pain and muscle tension through Transcutaneous Electrical Nerve Stimulation (TENS) and soothing heat therapy. This manual provides essential information for safe and effective use of your device.

Important Safety Information

Read all instructions before use.

- **Do NOT use** if you have a pacemaker, implanted defibrillator, or any other implanted metallic or electronic device. Consult your doctor before use if you have any medical conditions, are pregnant, or have other health concerns.
- Do not use on broken skin, open wounds, or areas with swelling, redness, skin eruptions, or inflammation.
- Do not use while driving, operating machinery, or during any activity where involuntary muscle contractions could put you at risk.
- Keep out of reach of children.
- 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.
- If you experience any discomfort, irritation, or adverse reaction, discontinue use immediately and consult a healthcare professional.

Package Contents

Verify that all items are present in your package:

- FORTHiQ Neck TENS Machine (Main Unit)
- Remote Control
- USB Charging Cable
- User Manual

- Gel Pads (quantity may vary, typically 2-4 pairs)

Product Overview

The FORTHiQ Neck TENS Machine combines TENS pulse technology with soothing heat for targeted neck relief. It features a portable, ergonomic design with durable titanium pads.

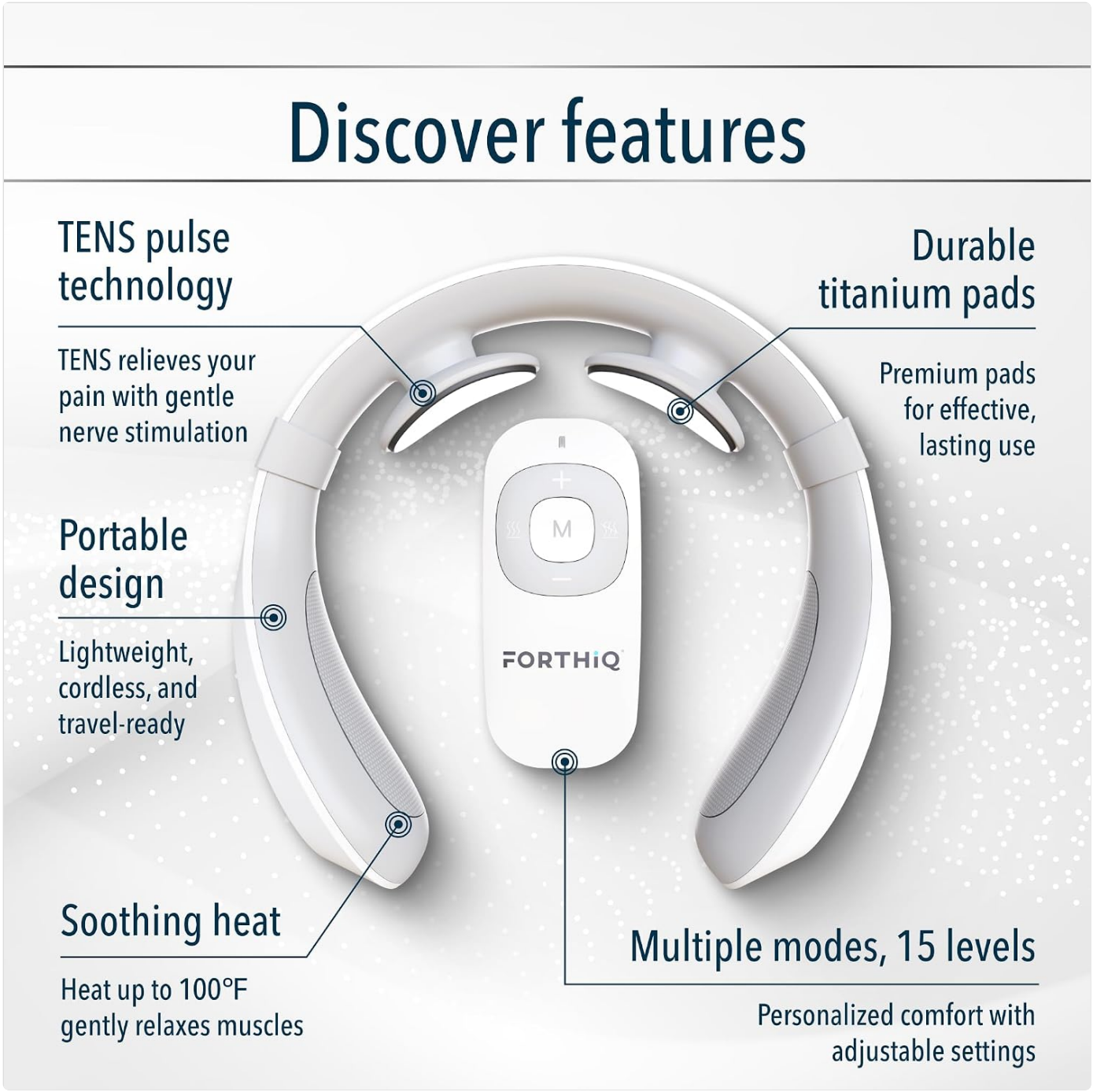


Figure 1: Product Features. This image highlights key features including TENS pulse technology, durable titanium pads, portable design, soothing heat capability, and adjustable modes/intensity levels.

- **TENS Pulse Technology:** Delivers gentle electrical pulses to help alleviate discomfort.
- **Soothing Heat:** Provides heat up to 100°F (38°C) to relax muscles and ease tension.
- **Multiple Modes & Intensity Levels:** Offers various massage modes and 15 intensity levels for personalized comfort.
- **Portable Design:** Lightweight, cordless, and designed for use at home, work, or while traveling.
- **Durable Titanium Pads:** Ensures effective and lasting contact for therapy.

- **Auto-Shutoff Feature:** For enhanced safety and worry-free use.

Setup

Follow these steps to prepare your device for first use:

1. **Charge the Device:** Fully charge the neck massager using the supplied USB cable. The battery indicator will show charging status (e.g., flashing green for charging, solid green for charged). Charging typically takes 2 hours.
2. **Prepare Your Neck:** For optimal conductivity and to prevent tingling or discomfort, apply a small amount of moisturizing cream or conductive gel to your neck where the electrode pads will make contact.
3. **Position the Device:** Place the neck massager around your neck, ensuring the titanium pads are in full contact with your skin. The device is designed to fit the natural curvature of the neck and accommodates various neck sizes with a central stretch width range of 3.9-5.5 inches.



Figure 2: Initial Setup Steps. This image illustrates the five basic steps for preparing and using the neck massager: charging, applying lotion, positioning the device, powering on, and adjusting settings.

Operating Instructions

Once the device is charged and positioned, you can begin your therapy session.

1. **Power On:** Press and hold the power button on the device or the remote control to turn it on.
2. **Select Mode:** Use the 'M' button on the remote control to cycle through the available massage modes.
3. **Adjust Intensity:** Use the '+' and '-' buttons on the remote control to increase or decrease the intensity level (1-15 levels). Start with a low intensity and gradually increase to a comfortable level.
4. **Activate Heat (Optional):** Press the heat button on the remote control to activate the soothing heat function. You can use TENS and heat separately or together.
5. **Session Duration:** For best results, use your TENS massager 1-3 times daily for 10-15 minutes per session. Allow breaks between uses to avoid overstimulation. The device includes an auto-shutoff feature for safety.
6. **Power Off:** Press and hold the power button to turn off the device after your session.



Figure 3: Device in Use. The image shows the neck massager being used during daily activities, emphasizing its portable and cordless design.

Maintenance

Proper care ensures the longevity and effectiveness of your device.

- **Cleaning:** Wipe the device and electrode pads with a soft, damp cloth after each use. Do not use abrasive cleaners or immerse the device in water.
- **Storage:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures.
- **Gel Pads:** If using external gel pads, ensure they are clean and properly stored to maintain their adhesive quality. Replace them when they lose their stickiness.

Troubleshooting

Problem	Possible Cause / Solution
Device not turning on or beeping when adjusting settings.	Ensure the device is fully charged. Make sure the electrode pads are properly attached and in full contact with your skin.
Tingling or discomfort during use.	Apply moisturizing cream or conductive gel to the neck before use. Lower the intensity level. Ensure pads are clean and making full contact.
Battery Indicator: Flashing blue.	Indicates no power. Recharge the device.
Battery Indicator: Flashing green.	Indicates charging in progress.
Battery Indicator: Solid green.	Indicates fully charged.

Specifications

- **Model Number:** ST-304
- **Product Dimensions:** 2.24 x 6.38 x 6.89 inches
- **Item Weight:** 5.29 ounces (0.15 kg)
- **Power Source:** Internal Rechargeable Battery
- **Remote Control Battery:** CR 2032 (included)
- **Charging Time:** Approximately 2 hours
- **Heat Temperature:** Up to 100°F (38°C)
- **Intensity Levels:** 15
- **Special Features:** Portable, Remote Control, Auto-Shutoff
- **Material Type:** Electronics

Warranty and Support

For warranty information and customer support, please refer to the contact details provided with your purchase or visit the official FORTHiQ website. Keep your proof of purchase for any warranty claims.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question