

[Manuals.plus](#) /

› [VIKTOR JURGEN](#) /

› VIKTOR JURGEN Back and Neck Massager User Manual

## VIKTOR JURGEN D004

# VIKTOR JURGEN Back and Neck Massager User Manual

Model: D004 | Brand: VIKTOR JURGEN

## INTRODUCTION

The VIKTOR JURGEN Back and Neck Massager is designed to provide deep kneading shiatsu massage with optional heat, targeting various muscle groups including the neck, shoulders, back, hips, butt, calves, hamstrings, and feet. This manual provides essential information for the safe and effective operation, maintenance, and troubleshooting of your massager.

## SAFETY INFORMATION

Please read all safety instructions carefully before using the massager.

- This is not a cordless massager and must be plugged in when using.
- Use caution with the heating function.
- Consult a physician before use if you have any medical conditions or concerns.
- Do not use the massager while it is charging.
- Avoid applying excessive pressure to any one area to prevent discomfort or bruising.
- Do not use the massager in wet environments or near water.
- Keep out of reach of children.

## PRODUCT OVERVIEW

The VIKTOR JURGEN massager features four powerful 3-dimension deep-kneading massage nodes and an optional heating function, designed to mimic the feel of real hands.



Figure 1: Front view of the VIKTOR JURGEN massager, showing the four illuminated kneading nodes.



Figure 2: Detail of the one-button start and bi-directional massage control buttons.



Figure 3: Illustration of the breathable mesh, soft fabric, and imported Velcro materials used in the massager's construction.

## SETUP

1. **Unpack:** Carefully remove the massager and all accessories from the packaging.
2. **Connect Power:** Plug the AC adapter into the massager's power port, then plug the adapter into a standard electrical outlet (100-240V).
3. **Car Use (Optional):** For in-car use, connect the DC car adapter (12V 2A) to the massager and then to your vehicle's cigarette lighter socket. Use the elastic band to secure the massage pillow to your car seat.



Figure 4: The massager positioned for use in a car with the car adapter.

## OPERATING INSTRUCTIONS

The massager is designed for ease of use with simple button controls.

1. **Power On/Off:** Press the power button (usually marked with a universal power symbol) to turn the massager on. Press it again to turn it off.
2. **Change Massage Direction:** The massager features bi-directional massage. Press the direction button (usually marked with a circular arrow) to reverse the rotation direction of the massage nodes. This allows for varied massage sensations.
3. **Activate Heat Function:** The heating function is typically activated by a separate button or integrated with the power button. Refer to the button icons for specific heat control. The heat function can be turned on or off independently of the massage.
4. **Positioning:** Position the massager on the desired body part. It can be used on the neck, shoulders, back, hips, butt, calves, hamstrings, and feet. Adjust its position to find the most comfortable and effective massage point.

5. **Recommended Use:** For optimal results and to prevent over-stimulation, it is recommended to use the massager for sessions of approximately 15-20 minutes per area.



# Gifts For Every Holiday

enjoy the massage for a long time, enjoy life forever

Figure 5: User demonstrating the massager's application on the neck area.

**It has done wonders for your sore muscles after working 12 hour shifts.**



Figure 6: User demonstrating the massager's application on the lower back area.

## MAINTENANCE

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Proper maintenance ensures the longevity and performance of your massager.

- **Cleaning:** Disconnect the massager from the power source before cleaning. Wipe the surface with a soft, 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 top of the massager.
- **Cord Care:** Do not wrap the power cord tightly around the unit. Avoid twisting or kinking the cord.

## TROUBLESHOOTING

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If you encounter issues with your VIKTOR JURGEN massager, please refer to the following common solutions:

Problem	Possible Cause	Solution
Massager does not turn on.	Not properly plugged in; Power outlet issue; Damaged power cord.	Ensure the power adapter is securely connected to both the massager and a working electrical outlet. Try a different outlet. Inspect the power cord for any visible damage.
Heat function is not working.	Heat function not activated; Unit not powered on.	Ensure the massager is turned on and the heat button has been pressed. Allow a few minutes for the heat to become noticeable.
Massage nodes stop or slow down.	Overheating protection activated; Excessive pressure applied.	Turn off the massager and let it cool down for 30 minutes. Reduce the amount of pressure applied to the massager during use.

If the problem persists after attempting these solutions, please contact VIKTOR JURGEN customer support.

## SPECIFICATIONS

**Product Dimensions:** 12.3 x 4.1 x 7.6 inches

**Item Weight:** 1.7 Pounds

**Model Number:** D004

**Power Source:** Corded Electric (AC adapter supports 100-240V, DC adapter supports 12V 2A)

**Material:** Wear-resistant cotton and linen fabric + breathable mesh

**Massage Nodes:** 4 Deep-Kneading Shiatsu Nodes

**Heat Function:** Yes, optional

**Massage Direction:** Bi-directional, user-controlled

**Manufacturer:** VIKTOR JURGEN

## WARRANTY AND SUPPORT

VIKTOR JURGEN provides professional after-sales service for every massager. If you require any assistance, have questions, or need to address any issues with your product, please do not hesitate to contact our customer support team. For support, please visit the official VIKTOR JURGEN store on Amazon or contact us through the platform where you purchased the product. We are committed to providing a quality shopping experience and ensuring your satisfaction.