

ALLJOY AJ-HP013

ALLJOY Heated Neck and Shoulder Pad (Model AJ-HP013) User Manual

Your guide to safe and effective use of your ALLJOY heating pad.

INTRODUCTION

Thank you for choosing the ALLJOY Heated Neck and Shoulder Pad. This product is designed to provide targeted heat therapy for muscle pain, stiffness, and discomfort in the neck and shoulder areas. Please read this manual thoroughly before use to ensure safe and optimal operation.

Important Safety Information

Caution: Risk of burns. Do not use while sleeping. Turn off and unplug when not in use. Keep away from flammable materials. Do not use on wet skin.

Product packaging may contain information that differs from what is shown on our website. Always read the label, warnings, and instructions provided with the product before use.

SETUP INSTRUCTIONS

1. **Unpack the Product:** Carefully remove the heating pad and controller from the packaging. Inspect for any damage.
2. **Connect the Controller:** Ensure the heating pad is completely dry. Locate the connector on the heating pad and firmly plug in the detachable control cable.
3. **Positioning:** Place the heating pad comfortably around your neck and shoulders. The ergonomic design is intended to conform to these areas. Use the snap fasteners to secure the pad in place.
4. **Power Connection:** Plug the power cord into a standard electrical outlet.



Image: The ALLJOY Heated Neck and Shoulder Pad showing its ergonomic shape and the attached controller.

OPERATING INSTRUCTIONS

1. **Power On:** Press the "ON/OFF" button on the controller to turn on the heating pad. The display will illuminate.
2. **Select Heat Level:** Use the temperature control button to cycle through the 4 available heat settings. The temperature options range between 30°C and 60°C. Start with the lowest setting and adjust as needed for comfort.
3. **Automatic Shut-off:** The heating pad is equipped with a 90-minute automatic shut-off feature for safety. After 90 minutes of continuous use, the pad will automatically turn off. If you wish to continue heat therapy, simply press the "ON/OFF" button again to restart the cycle.
4. **Power Off:** Press the "ON/OFF" button to turn off the heating pad when finished. Unplug the device from the electrical outlet.

MUTI CUSTOMIZED TEMPERATURE SETTING



4 levels
55°C - 70°C



90 Mins
Auto Off



Image: A hand demonstrating the use of the controller to select one of the four heat levels.

BRING WARMTH ON COLD DAYS



Image: Demonstrates the versatility of the heating pad for various body areas including neck, shoulders, waist, abdomen, and thighs.

MAINTENANCE

Cleaning Instructions

- Always unplug the heating pad from the electrical outlet and detach the control cable from the pad before cleaning. Allow the pad to cool completely.
- The heating pad is machine washable. Wash on a gentle cycle with cold water.
- Do not tumble dry. Air dry the heating pad completely before reattaching the controller or storing.
- Do not iron or dry clean the heating pad.

MACHINE WASHABLE FABRIC



Machine Washable



Removable Control Panel



Do Not Dry Clean

Detach the pad from the controller first and cool it down before washing

Image: A user demonstrating how to place the heating pad into a washing machine after detaching the controller.

Storage

Store the heating pad in a cool, dry place when not in use. Ensure it is completely dry before storing. Do not wrap the cord tightly around the controller or pad, as this can damage the wiring.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Heating pad does not turn on.	Not plugged in correctly; power outlet issue; controller not connected firmly.	Ensure the power cord is securely plugged into a working outlet. Check the connection between the controller and the pad.
Heating pad is not heating.	Incorrect heat setting; automatic shut-off activated; internal fault.	Increase the heat setting. If 90 minutes have passed, press the ON/OFF button to restart. If the issue persists, contact customer support.
Pad feels too hot or unevenly heated.	Heat setting too high; improper placement.	Reduce the heat setting. Adjust the pad's position to ensure even contact with the body. Discontinue use if discomfort occurs.

If you experience any issues not listed here or if the problem persists after attempting the solutions, please contact ALLJOY customer support.

PRODUCT SPECIFICATIONS

- Model Number:** AJ-HP013
- Dimensions:** Approximately 56 x 46 cm (22 x 18 inches)
- Weight:** Approximately 1 kg (2.2 lbs)
- Material:** Double-sided breathable velvet
- Heat Levels:** 4 (Temperature range: 30°C - 60°C)
- Automatic Shut-off:** 90 minutes
- UPC:** 751965221442
- Special Features:** Weighted design, machine washable fabric, detachable controller, snap fasteners.

**48 x 58CM LARGE
SIZE FITS MOST**



**Heavy Glass
Beads**



2.2LB
Weighted Design



48x58cm
Increase The Size



FOFT
Skin-Friendly Fabric

Image: A user demonstrating the ALLJOY heating pad, emphasizing its weighted design and generous size for comprehensive coverage.

MUTI CUSTOMIZED TEMPERATURE SETTING



Detachable Cable



Weighted Glass Beads Design



Easy-Access Snap Design



Ultra-Soft Flannel

Image: Detailed view of the heating pad's features, including the detachable cable, weighted glass beads, snap closure, and soft velvet material.

WARRANTY AND SUPPORT

ALLJOY products are manufactured with quality and reliability in mind. For specific warranty details, please refer to the

warranty card included with your product or visit the official ALLJOY website. Keep your purchase receipt as proof of purchase.

For technical support, troubleshooting assistance, or any questions regarding your ALLJOY Heated Neck and Shoulder Pad, please contact ALLJOY customer service through the retailer where you purchased the product or via the contact information provided on the ALLJOY brand store page.

ALLJOY Brand Store: [Visit ALLJOY Store](#)

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