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> [MYTREX DR. HEAT NECK EMS Neck Massager \(Black\) MT-DRHN21B User Manual](#)

## MYTREX MT-DRHN21B

# MYTREX DR. HEAT NECK EMS Neck Massager (Black)

Model: MT-DRHN21B | Brand: MYTREX

## 1. INTRODUCTION

The MYTREX DR. HEAT NECK is a medical device certified EMS (Electrical Muscle Stimulation) and heat neck massager designed to alleviate neck and shoulder stiffness. This device combines low-frequency electrical pulses with a warming function to target key muscles around the neck, promoting blood circulation and muscle relaxation. This user manual provides essential information for the safe and effective operation and maintenance of your device.

ご存知ですか？うつむいた姿勢で長時間いるだけで

あなたの首には、想像以上の負荷がかかります。



Image: The MYTREX DR. HEAT NECK device in use, illustrating its ergonomic design around the neck.

## 2. SAFETY INFORMATION AND PRECAUTIONS

Please read all safety instructions carefully before using the device. Failure to follow these instructions may result in injury or damage to the product.

- **Medical Conditions:** Consult a physician before use if you have a pacemaker, heart condition, epilepsy, malignant tumor, or are pregnant.
- **Skin Sensitivity:** Do not use on irritated, broken, or sensitive skin. Discontinue use if you experience discomfort or skin irritation.
- **Moistening Pads:** Always moisten the electrode pads with water before use to ensure proper conductivity and prevent discomfort. Insufficient moistening may lead to weak or uneven stimulation.
- **Usage Duration:** Do not use for extended periods or continuously beyond the recommended session time.

(typically 15 minutes) to avoid muscle fatigue or discomfort.

- **Placement:** Ensure the device is positioned correctly on the neck. Incorrect placement may lead to ineffective treatment or discomfort.
- **Children and Pets:** Keep out of reach of children and pets.
- **Water Exposure:** The device is not fully waterproof. Avoid submerging it in water or using it in excessively humid environments.

### 3. PRODUCT OVERVIEW AND FEATURES

The MYTREX DR. HEAT NECK is designed for comprehensive neck and shoulder relief, featuring a unique 6-pad system and advanced technology.

#### Key Features:

- **Medical Device Certification:** Certified as a medical device for safety and efficacy.
- **360° Treatment with 6 Pads:** Equipped with six strategically placed pads that target the sternocleidomastoid, trapezius, and scalene muscles, providing comprehensive relief around the entire neck.
- **NNR Pulse EMS Technology:** Utilizes MYTREX's proprietary low-frequency EMS technology to stimulate muscles, promote blood circulation, and relieve stiffness and pain.
- **Integrated Heat Function:** Features a warming function that gently heats the neck muscles, enhancing relaxation and effective for chronic stiffness.
- **Ergonomic Design:** A round, stepped thickness design with smooth-moving materials ensures a comfortable and secure fit for various neck sizes.
- **Cordless and Lightweight:** Weighing approximately 160g, its cordless design allows for use in various settings.
- **Voice Guidance:** Offers three voice modes (Japanese guidance, electronic sound, silent) for user convenience.

— 違いを生み出す独自設計 —

## 「神経」と「筋肉」の緩解ポイントに的確にアプローチ



- ① 胸鎖乳突筋**…前方の電極パッドが作用する部位  
神経が多く集中している部位で、首元がキレイな人はこの筋肉が凝っていない証拠です。
- ② 僧帽筋**…後方の電極パッドが作用する部位  
首から背中にある大きな筋肉。姿勢の維持にも重要な筋肉でコリの原因と深く関わる筋肉です。
- ③ 斜角筋**…側方の電極パッドが作用する部位  
首の側屈や前屈の動きに関係する首深層の筋肉で、凝り固まると首の可動域にも影響します。

Image: Illustration of the device's 6-pad configuration and heat zones for 360-degree neck relief.

## 最大限の効果を引き出す独自のテクノロジー

### 6つの低周波モード搭載

独自の理論で周波数とパルス波を組み合わせた低周波テクノロジー「NNRパルス」を搭載。チクチク感を軽減し、筋肉を刺激します。筋肉を効率的に収縮することで、首・肩周りの血行を促進し、コリを和らげます。

※NNRパルス(商標取得済):MYTREX独自の低周波テクノロジー  
※画像はイメージです。



Image: Anatomical diagram highlighting the sternocleidomastoid, trapezius, and scalene muscles, indicating the targeted areas for the device's pads.

## 4. PACKAGE CONTENTS

Verify that all items are present in the package:

- DR. HEAT NECK Main Unit (MT-DRHN21B, Black) x1
- USB Charging Cable x1
- AC Adapter x1
- Instruction Manual (with Warranty) x1
- Supplementary Document x1

大切な方へのプレゼントにもおすすめ



### セット内容

本体	マイトレックス DR. ヒートネック：1台
付属品	充電用USBコード：1本
	ACアダプター：1個
	取扱説明書：1部
	添付文書：1部

※デザインおよび仕様については、予告なしに変更することがございます。

※本製品は家庭用低周波治療器です。

Image: Contents of the MYTREX DR. HEAT NECK package, including the device, charging accessories, and documentation.

## 5. SETUP

- 1. Charge the Device:** Before first use, fully charge the device using the provided USB cable and AC adapter. The charging indicator will show the charging status.
- 2. Moisten Electrode Pads:** Lightly moisten the 6 electrode pads with water. This is crucial for effective EMS stimulation.
- 3. Position on Neck:** Place the device around your neck, ensuring the electrode pads make firm contact with your skin.

## 6. OPERATING INSTRUCTIONS

Follow these steps to operate your MYTREX DR. HEAT NECK device:

- 1. Power On:** Press and hold the power button (usually on the right side) for approximately 2 seconds to turn on the device.
- 2. Select Heat Mode:** Short press the heat button (on the right side) to cycle through heat levels: Heat 1 (Low), Heat 2 (Medium), Heat 3 (High), or turn off heat.
- 3. Select EMS Mode:** Short press the EMS mode button (on the left side) to select your desired low-frequency EMS mode. The device features 6 NNR Pulse modes.
- 4. Adjust EMS Intensity:** Use the '+' and '-' buttons (on both front and side/rear pads) to adjust the EMS intensity. There are 16 intensity levels for the side/rear pads and 6 levels for the front pads. Start with the lowest setting and gradually increase to a comfortable level.
- 5. Voice Mode Selection:** To change the voice mode (Japanese guidance, electronic sound, or silent), press and hold the voice mode switch button (on the left side) for approximately 3 seconds. The device will remember your last selected mode.
- 6. Automatic Shut-off:** The device has a 15-minute automatic shut-off timer for safety and convenience.
- 7. Power Off:** Press and hold the power button to turn off the device after use.



Image: Detailed diagram of the control buttons on the MYTREX DR. HEAT NECK, indicating power, heat, EMS mode, and intensity adjustments.



**拭くだけでお手入れもラクラク** 電源ボタン長押しで電源オフ。使用後は温感パッドを拭き、清潔にしておきましょう。

**ご注意** ※低周波(EMS)刺激は、水などの水分を通じて伝わる仕組みになっています。ご使用前に、「低周波・温感パッド」が当たる首まわり(後部)を水または、ぬるま湯で十分に湿らせてください。

Image: A four-step visual guide demonstrating how to power on, select heat, select EMS mode, and adjust intensity on the device.

## 7. MAINTENANCE

To ensure the longevity and hygiene of your device:

- **Cleaning:** After each use, wipe the electrode pads with a damp cloth to remove any residue. Do not use harsh chemicals or abrasive cleaners.
- **Storage:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures.
- **Charging:** Recharge the device when the battery is low to maintain battery health.

## 8. TROUBLESHOOTING

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If you encounter any issues with your MYTREX DR. HEAT NECK, refer to the following common solutions:

Problem	Possible Cause	Solution
No EMS stimulation or weak sensation	Electrode pads are not sufficiently moistened or not making good contact with skin.	Ensure pads are thoroughly moistened with water and positioned firmly on the neck. Adjust device position for better contact.
Stimulation is too strong/uncomfortable	Intensity level is too high or device position is incorrect.	Reduce the EMS intensity using the '-' button. Adjust the device's position on your neck. Ensure pads are not overly wet.
Device does not turn on	Battery is depleted.	Charge the device fully using the provided USB cable and AC adapter.
Heat function not working	Heat mode is off or not selected.	Short press the heat button to activate and cycle through heat levels.

If the problem persists after trying these solutions, please contact customer support.

## 9. SPECIFICATIONS

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Feature	Detail
Model Number	MT-DRHN21B
Product Dimensions	17.5 x 14.5 x 3.5 cm
Item Weight	160 g
Color	Black
Material	Resin
Power Source	Battery powered
Features	EMS, Low-frequency therapy, Heat function
Usage Area	Neck
Country of Origin	China
Manufacturer	Sotsu Medical Co., Ltd.

## 10. WARRANTY AND SUPPORT

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This product comes with a warranty. Please refer to the warranty information included in your package for details on coverage and duration. For any questions, technical support, or warranty claims, please contact MYTREX customer service. Contact details can be found in the supplementary document or on the official MYTREX website.