

## HoMedics NMSQ-217HJ-TN

# HoMedics Pro Therapy Vibration Neck Massager with Heat - Model NMSQ-217HJ-TN Instruction Manual

Your guide to safe and effective use of your HoMedics Neck Massager.

## 1. INTRODUCTION AND OVERVIEW

Thank you for purchasing the HoMedics Pro Therapy Vibration Neck Massager with Heat. This device is designed to provide soothing vibration massage and comforting heat to help relieve tension and aches in your neck muscles. Please read this manual thoroughly before use to ensure proper operation and to maximize your experience.

### Key Features:

- **Vibration Massage:** Invigorating vibration to help melt away pain and tension.
- **Soothing Heat:** Enhances comfort and relaxation (available when plugged in).
- **Dual Speed Control:** Two intensity settings for personalized massage.
- **Adjustable Intensity:** Pulling the comfort flex handles allows you to increase or decrease massage intensity.
- **Integrated Controls:** Easy-to-reach buttons on the handles for convenient operation.
- **Portable Use:** Can operate via batteries (4 AA, not included) for vibration massage on the go (without heat).

## 2. IMPORTANT SAFETY INFORMATION

**Please read all instructions carefully before use. Failure to follow these instructions may result in injury or damage to the device.**

- Do not use while sleeping or lying down.
- Exercise caution when using the massager on the neck area.
- Do not use the massager in or near water.
- Keep out of reach of children.
- Consult your doctor before using this product if you are pregnant, have a pacemaker, or have any medical conditions.
- Do not use on swollen, inflamed areas, or skin eruptions.
- Never use pins or other metallic fasteners with this appliance.
- Never use this product directly on open wounds, discolored areas, or any area of the body that is swollen, burned, inflamed, or where skin eruptions or sores are present.

- Discontinue use if you experience discomfort.
- Unplug the unit from the electrical outlet when not in use and before cleaning.

### 3. PACKAGE CONTENTS

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Upon unpacking, please ensure all items listed below are present and in good condition:

- (1) HoMedics Pro Therapy Vibration Neck Massager with Soothing Heat
- (1) Power Adapter

*Note: 4 AA batteries are required for cordless vibration-only operation and are not included.*

### 4. SETUP

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#### 1. Power Connection:

- For vibration massage with heat: Connect the provided power adapter to the massager's input port and then plug it into a standard electrical outlet.
- For cordless vibration-only massage: Open the battery compartment (usually located on the side or back of the massager) and insert 4 AA batteries, ensuring correct polarity. Close the compartment securely.

#### 2. Positioning:

Drape the massager over your shoulders, positioning the massage nodes comfortably on the desired area of your neck or shoulders. The flexible design allows for adjustment.



feel  
better

You control  
the intensity by  
pulling down on the  
comfort flex handles



Image: A man comfortably seated, using the HoMedics neck massager. He is holding the comfort flex handles, demonstrating how to control the intensity by pulling them down. The massager is draped over his shoulders.

## 5. OPERATION

The HoMedics Pro Therapy Vibration Neck Massager features integrated controls for ease of use.

1. **Power On/Off:** Press the **Power button** (often marked with a circular icon) once to turn on the vibration massage. Press again to turn off.
2. **Adjusting Vibration Speed:** Press the **Speed button** (often marked with wavy lines or 'M') to cycle between the two available vibration speeds (low and high).
3. **Activating Heat:** If the massager is plugged into an electrical outlet, press the **Heat button** (often marked with a flame or heat icon) to activate the soothing heat function. Press again to turn off heat. *Note: Heat function is not available when operating on batteries.*
4. **Adjusting Massage Intensity:** For a lighter or more intense massage, simply pull down on the comfort flex

handles. Pulling tighter increases the pressure and intensity of the massage.



Image: A woman wearing the HoMedics neck massager, with visual callouts pointing to "vibration massage," "soothing heat," "pain relief," and "comfort flex handles," illustrating the device's main functions and components.



# pain relief your way

Pull down on the comfort flex handles for a lighter or more intense massage—you decide

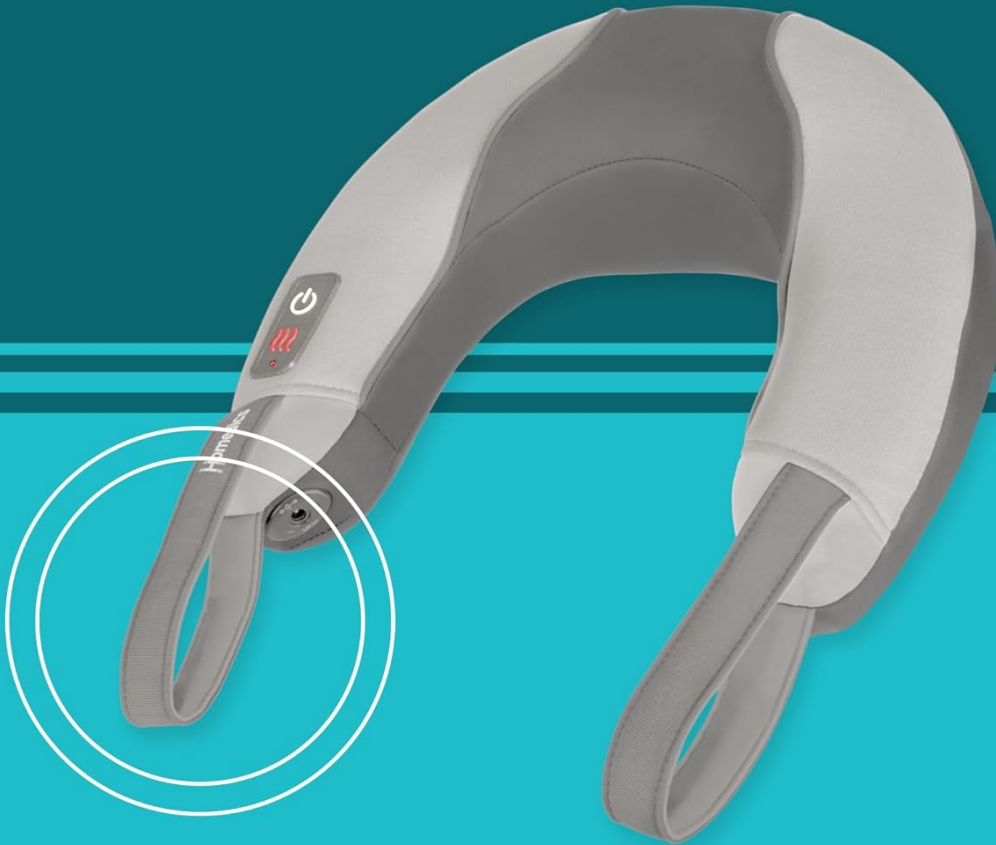


Image: A close-up view of the HoMedics neck massager, emphasizing the comfort flex handles and the integrated control panel with power and heat buttons. A circular graphic highlights the handles, indicating their role in adjusting massage intensity.

## 6. MAINTENANCE

Proper care and maintenance will ensure the longevity of your HoMedics Neck Massager.

- **Cleaning:** Always unplug the unit before cleaning. Wipe the massager with a soft, slightly damp cloth. Never use abrasive cleaners, brushes, gasoline, kerosene, glass/furniture polish, or paint thinner to clean the massager.
- **Storage:** Store the massager in a cool, dry place. Avoid contact with sharp edges or pointed objects which might cut or puncture the fabric surface. Do not wrap the power cord around the unit.
- **Battery Replacement:** If using batteries, replace all 4 AA batteries at the same time. Do not mix old and new batteries or different types of batteries. Remove batteries if the unit will not be used for an extended period.

## 7. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
Massager does not turn on.	Not plugged in correctly (for heat/corded use) or batteries are dead/incorrectly inserted (for cordless use).	Ensure power adapter is securely plugged into both the massager and a working electrical outlet. If using batteries, replace with fresh AA batteries and check polarity.
Heat function is not working.	Massager is running on batteries, or heat function is not activated.	The heat function only works when the massager is plugged into an electrical outlet. Ensure it is plugged in and press the Heat button to activate.
Vibration feels too weak or too strong.	Incorrect speed setting or intensity adjustment.	Press the Speed button to cycle through the two vibration speeds. Adjust the intensity by pulling the comfort flex handles tighter or loosening your grip.

If the problem persists after trying these solutions, please contact HoMedics Customer Support.

## 8. SPECIFICATIONS

Feature	Detail
Brand	HoMedics
Model Number	NMSQ-217HJ-TN
Product Dimensions	24.99 x 12.5 x 30.99 cm (9.84 x 4.92 x 12.2 inches)
Item Weight	839 g (1.85 lbs)
Power Source	AC Adapter (included) or 4 AA Batteries (not included)
Material	Foam
Special Feature	Heat, Vibration Massage, Dual Speed
Use For	Neck, Shoulders
Color	Tan

## 9. WARRANTY AND SUPPORT

This HoMedics Pro Therapy Vibration Neck Massager comes with a **2-year limited warranty** from the date of purchase. This warranty covers manufacturing defects under normal use.

For warranty claims, technical support, or any questions regarding your product, please contact HoMedics Customer Service. Please have your model number (NMSQ-217HJ-TN) and proof of purchase ready. Contact information can typically be found on the HoMedics official website or on the product packaging.