

MOUNTRAX BM-001

MOUNTRAX Shiatsu Back Massager with Heat

MODEL: BM-001 USER MANUAL

Introduction

Thank you for choosing the MOUNTRAX Shiatsu Back Massager with Heat. This device is designed to provide targeted massage and heat therapy to help relieve muscle tension and discomfort in the back, neck, and shoulders. Please read this manual thoroughly before use to ensure safe and proper operation.

MOUNTRAX Back Massager with Heat and Remote

Better Support, More Comfort



Neck Support



Dual-Zone Heating



2 Massage Intensities



Versatile Massage



Image: MOUNTRAX Shiatsu Back Massager with Heat and Remote, highlighting neck support, dual-zone heating, 2 massage intensities, and versatile massage.

Safety Information

Please observe the following safety precautions to prevent injury or damage to the device:

- Instructions for safe use and warnings for specific populations.
- Do not use the massager while driving.
- Consult a physician before use if you have medical conditions, are pregnant, or have a pacemaker.

- Do not use on swollen, inflamed, or injured areas of the skin.
- Keep out of reach of children.
- Unplug the device when not in use and before cleaning.
- Do not immerse the device in water or other liquids.
- The device has an automatic timer (15 or 25 minutes) to prevent overuse and overheating. Do not exceed recommended usage times.

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.

Product Features

- **Shiatsu Massage:** Features 4 bi-directional motion deep kneading massage nodes that mimic professional Shiatsu massage.
- **Soothing Heat Function:** Unique dual-zone heating function with 2 heating levels (Low/High) to soothe muscle fatigue and promote circulation.
- **Customizable Intensity:** Offers 2 massage intensities (Low/High) and adjustable massage direction.
- **Automatic Timer:** Optional 15 or 25-minute automatic timer to prevent overuse.
- **Ergonomic Design:** Upgraded design fits the curves of the back and neck for effective support.
- **Versatile Use:** Can be used while sitting or lying down, suitable for neck, back, shoulders, abdomen, arms, thighs, and calves.
- **Portable:** Compact dimensions (12.4 x 12.2 x 4.29 inches; 3.31 pounds) and includes a car adapter for travel.
- **Elastic Strap:** Features an elastic strap with buckle for fixing to various chairs (office chair, gaming chair, etc.).



Image: Illustration of 3D deep kneading Shiatsu massage with 4 nodes, bi-directional movement, 2 massage intensities, and large massage area.

Package Contents

- MOUNTRAX Shiatsu Back Massager (Model BM-001)
- AC Power Adapter
- Car Adapter
- User Manual

Setup

1. **Connect Power:** Ensure the connection is tight, then connect the appropriate power adapter (AC for home/office, car adapter for vehicle) to the massager and a power source.
2. **Position Massager:** Place the massager on the desired body part (neck, back, shoulders, etc.). The ergonomic design allows for comfortable positioning. For back use, adjust the position and angle for optimal comfort. For neck massage, lean back and tilt for a soothing, effective massage.
3. **Secure (Optional):** If using on a chair, utilize the elastic strap with buckle to fix the massager securely.

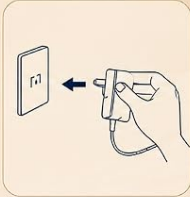
Get Started in 3 Easy Steps



1. SET UP
Ensure the connection is tight, connect adapter to the power source.



2. POWER ON
Customize functions: Intensity, Direction, Heat, Timer.



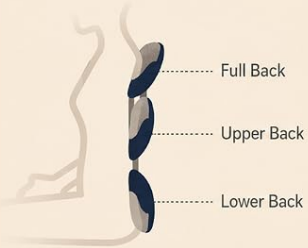
3. POWER OFF
Auto shut down after 15/25 mins, unplug from socket.



Image: Visual guide for 3 easy steps: Set up power connection, position for back (120°) or neck (15°-20°) massage, and power off.

Back Massage – Adjust for Your Comfort

Position and angle the product for a perfectly comfortable back massage



Neck Massage – Find the Perfect Angle

Lean back and tilt for a soothing, effective neck massage.



Image: Diagrams illustrating optimal positioning for full back, upper back, lower back, and neck massage.

Operating Instructions

The massager is controlled via a wired remote. Follow these steps to operate:

Easy To Operate



Image: Woman relaxing with the massager, holding the remote control with labeled buttons for Power, Massage Intensity, Massage Direction, Timer, and Temperature Controller.

1. **Power On/Off:** Press the **Power Button** (top button) to turn the massager on or off.
2. **Adjust Massage Intensity:** Press the **Massage Intensity Button** (second button from top) to switch between Low and High intensity.
3. **Change Massage Direction:** Press the **Massage Direction Button** (third button from top) to reverse the rotation direction of the massage nodes.
4. **Set Timer:** Press the **Timer Controller Button** (fourth button from top) to select between 15 or 25-minute automatic shut-off.
5. **Control Heat:** Press the **Temperature Controller Button** (bottom button) to turn the heating function on/off or switch between Low and High heat levels.

The massager can be used on various body parts:

Soothing Heat



2 Heating
Zones



Low/
High



Before



After



Image: Demonstrates versatile use on neck & shoulder, back, abdomen, arm, thigh, and calf.

For optimal heat therapy, the dual-zone heating function targets specific areas:

To Be With You At Every Moment You Need



Relax At Home



Release Work Stress



Ease Fatigue



Relax Before Bed

Image: Illustration of the soothing heat function with two heating zones and before/after effects on the back.

The massager is designed for use in various settings:

Ideal Gift For Your Family



Image: Four scenarios showing the massager being used to relax at home, release work stress, ease fatigue, and relax before bed.

Perfect Travel Companion

Lightweight design for comfort wherever you go



Image: Woman using the massager in a car, highlighting its portability, comfortable fabric, and included car adapter.

Demonstration Video

Your browser does not support the video tag.

Video: A demonstration of the MOUNTRAX Massager for deep relief in the neck and shoulder tension, provided by Restoration Massage Center by Tim.

Maintenance

- **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 in water.
- **Storage:** Store the massager in a cool, dry place away from direct sunlight when not in use. Avoid placing heavy objects on top of it.
- **Care:** Do not attempt to disassemble or repair the massager yourself. Refer to qualified service personnel for any repairs.

Troubleshooting

Problem	Possible Cause	Solution
Massager does not turn on.	Power cable not securely connected; no power from outlet.	Check all power connections. Ensure the power outlet is functional.
Massage nodes stop moving during use.	Overheating protection activated; power disconnection.	Allow the device to cool down for 15-30 minutes. Ensure power cable remains connected during use.
Heat function is not working.	Heat function not activated; device malfunction.	Press the Temperature Controller button to activate heat. If issue persists, contact customer service.

Specifications

Feature	Detail
Product Dimensions	12.4 x 12.2 x 4.29 inches
Item Weight	3.31 pounds (1.5 kg)
Item Model Number	BM-001
Manufacturer	MOUNTRAX
Target Use Body Part	Back, Neck, Shoulder
Power Source	Corded Electric
Special Features	Heat
Massager Form	Massage Pillow
Massage Therapy Technique	Shiatsu
Water Resistance Level	Not Water Resistant
Material Type	Leather
UPC	699838247246

Warranty and Customer Support

MOUNTRAX provides 24x7 customer service for every customer, as well as reasonable and complete after-sales solutions. We are committed to resolving any issues you may have regarding our brand and products.

Please feel free to contact our customer service at any time. We are always on call to assist you.

For support, please refer to the contact information provided with your product packaging or visit the official MOUNTRAX website.

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