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› NuvōMed Shiatsu Neck and Shoulder Massager with Heat User Manual

NuvoMed 12VKN-6/0267

NuvōMed Shiatsu Neck and Shoulder Massager with Heat User Manual

Model: 12VKN-6/0267

IMPORTANT SAFETY INSTRUCTIONS

Please read all instructions carefully before using this appliance. Keep this manual for future reference.

- Always unplug the massager from the electrical outlet immediately after use and before cleaning.
- Do not use while bathing or in a shower.
- Do not place or store appliance where it can fall or be pulled into a tub or sink.
- Do not place in or drop into water or other liquid.
- Never use pins or other metallic fasteners with this appliance.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
- Keep the cord away from heated surfaces.
- Never use while sleeping or drowsy.
- Never drop or insert any object into any opening.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Do not use on infants, invalids, or on a sleeping or unconscious person.
- Do not use on insensitive skin or on a person with poor blood circulation.
- Do not crush. Avoid sharp folds.
- This appliance is designed for household use only.
- 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 OVERVIEW

The NuvōMed Shiatsu Neck and Shoulder Massager with Heat is designed to provide deep kneading massage and soothing heat for relaxation and tension relief. Its ergonomic design allows for versatile use on various body parts.



Figure 1: The NuvōMed Shiatsu Neck and Shoulder Massager, illustrating the deep-kneading shiatsu massage nodes with rotational arrows.

Key Features:

- **Deep Kneading Shiatsu:** Features 8 powerful massage nodes for deep tissue relief.
- **Soothing Heat Function:** Optional heat mode promotes blood flow and relaxation.
- **Customizable Massage:** 3 adjustable speeds, with forward and reverse rotation options.
- **Portable Design:** Includes both an ETL approved wall adapter and a 12V car adapter for home or on-the-go use.
- **Ergonomic and Versatile:** Comfortable, hands-free straps allow use on neck, back, thighs, and feet.
- **Automatic Shut-off:** Ensures safe use by turning off after 15 minutes.

PACKAGE CONTENTS

Verify that all items are present in the package:

- NuvōMed Shiatsu Neck and Shoulder Massager
- AC Wall Power Adapter
- 12V Car Power Adapter
- User Manual (this document)



Figure 2: The massager unit shown alongside its included AC wall adapter and 12V car adapter.

SETUP

1. **Unpack:** Carefully remove the massager and all accessories from the packaging.
2. **Connect Power:**
 - For home use, connect the AC wall power adapter to the massager's power input port, then plug the adapter into a standard electrical outlet.
 - For car use, connect the 12V car power adapter to the massager's power input port, then plug the adapter into your vehicle's cigarette lighter socket.
3. **Positioning:** Place the massager around your neck and shoulders, or on the desired body part (back, thighs, feet). Use the arm straps to adjust the position and intensity of the massage.



Figure 3: Proper positioning of the massager on the neck and shoulders for optimal use.

OPERATING INSTRUCTIONS

The control panel is located on one of the arm straps for easy access during use.



Figure 4: Demonstrating interaction with the control panel buttons while wearing the massager.

1. **Power On/Off:** Press the **Power button** once to turn on the massager. The massage nodes will begin rotating, and the heat function will activate by default. Press again to turn off.
2. **Adjust Speed:** Press the **Speed button** to cycle through 3 different massage speeds (Low, Medium, High).
3. **Change Direction:** Press the **Direction button** to reverse the rotation direction of the massage nodes.
4. **Activate/Deactivate Heat:** Press the **Heat button** to turn the heat function on or off. The heat indicator light will illuminate when active.
5. **Automatic Shut-off:** The massager is equipped with a 15-minute auto shut-off timer for safety and to prevent overuse. You can restart the massager after it automatically turns off.

Versatile Use:

The ergonomic design allows for effective massage on various body areas:

- **Neck and Shoulders:** Position as shown in Figure 3.
- **Upper/Lower Back:** Place the massager against your back while seated or lying down. Use the arm straps to hold it in place or adjust pressure.
- **Thighs/Calves:** Wrap the massager around your leg muscles.
- **Feet:** Place your feet on the massage nodes.





Figure 5: The massager positioned on the lower back, demonstrating its versatility.

MAINTENANCE AND CARE

Proper care ensures the longevity of your massager.

- **Cleaning:** Always unplug the massager before cleaning. Wipe the surface with a soft, slightly damp cloth. Do not use abrasive cleaners, solvents, or harsh chemicals.
- **Storage:** Store the massager in a cool, dry place when not in use. Avoid direct sunlight and extreme temperatures. Do not wrap the power cord tightly around the appliance.
- **Do Not Disassemble:** Do not attempt to repair or disassemble the massager yourself. Refer all servicing to qualified personnel.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Massager does not turn on.	Not plugged in correctly; Power outlet not working; Power adapter damaged.	Ensure power adapter is securely plugged into both the massager and a working electrical outlet. Try a different outlet. Check power adapter for visible damage.
Heat function is not working.	Heat function is not activated; Massager recently auto-shut off.	Press the Heat button to activate. Allow a few minutes for the heat to become noticeable. If recently auto-shut off, restart the massager.

Problem	Possible Cause	Solution
Massage feels too intense or too weak.	Incorrect speed setting; Improper positioning.	Adjust the speed using the Speed button. Adjust the position of the massager and the tension on the arm straps to control intensity.
Massager stops unexpectedly.	Automatic 15-minute shut-off activated.	This is a normal safety feature. Simply press the Power button to restart the massage.

SPECIFICATIONS

- **Model Number:** 12VKN-6/0267
- **Product Dimensions:** 15.6 x 6.4 x 8.8 inches
- **Power Source:** Corded Electric (AC Wall Adapter, 12V Car Adapter)
- **Material:** Multi-Material
- **Color:** Tan
- **Automatic Shut-off:** 15 minutes
- **Manufacturer:** NuvōMed

WARRANTY INFORMATION

This product is covered by a limited warranty from the manufacturer. For specific warranty terms and conditions, please refer to the warranty card included with your product packaging or visit the official NuvōMed website. Keep your purchase receipt as proof of purchase.

CUSTOMER SUPPORT

If you have any questions, require assistance, or need to report an issue with your NuvōMed Shiatsu Neck and Shoulder Massager, please contact NuvōMed customer support. Contact details can typically be found on the product packaging or the official NuvōMed website.

For more information, you may visit the [NuvoMed brand page on Amazon](#).