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› BOB AND BRAD EZBack Go Heated Shiatsu Back and Neck Massager Instruction Manual

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Model: EZBack Go | Brand: BOB AND BRAD

1. INTRODUCTION

Thank you for choosing the BOB AND BRAD EZBack Go Massager. This device is designed to provide deep tissue shiatsu massage with optional heat for relief of muscle tension and discomfort in the back, neck, and other areas. Please read this manual thoroughly before use to ensure safe and effective operation.

2. IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of burns, fire, electric shock, or injury to persons:

- Always unplug the massager from the electrical outlet immediately after using and before cleaning.
- Do not use while bathing or in a shower.
- Do not place or store the massager 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 sensitive skin areas or where there is poor circulation.
- Unplug before charging.
- Do not use the massager for more than 10 minutes at a time. An automatic shut-off feature is included for safety.

3. PRODUCT FEATURES

- **Portable Design:** Compact and lightweight (1.33 kg, 32x32x12 cm) with an integrated handle for easy transport and storage.
- **4D Pro-Kneading Movement:** Features 35° angled nodes that mimic natural thumb pressure for deep tissue massage. Automatic inversion changes direction every minute to prevent monotony.
- **Heat Function:** Offers 2 heat levels (Low: 35°C; High: 40°C) for gentle warmth and enhanced muscle relaxation.
- **Bi-Speed Kneading:** Two adjustable speeds for personalized massage intensity.
- **Ergonomic Multi-Position Design:** Can be used upright for deep lumbar support or inverted for upper back and shoulder massage. Flexible straps secure it to chairs.
- **Breathable 3D Fabric:** Padded air-mesh layer compresses 30-40% under pressure, stretching dynamically with kneading movements.
- **Cordless Operation:** Equipped with a 2500mAh battery, providing up to 380 minutes of relief per charge. USB-C charging.
- **Ultra-Quiet Operation:** Operates below 45 dB, allowing for quiet use in various environments.
- **Automatic Shut-off:** 10-minute auto-off timer for safety and convenience.

4. GETTING STARTED

4.1 Unpacking

Carefully remove the massager from its packaging. Inspect the device for any signs of damage. Retain the packaging for future storage or transport.

4.2 Charging the Device

Before first use, fully charge the massager. Connect the provided USB-C cable to the charging port on the device and plug the other end into a compatible USB power adapter (not included). The LED indicator will show charging status. A full charge takes approximately 6.33 hours and provides up to 380 minutes of use.



Image: Close-up of the massager's control panel, showing the power/speed button and the heat button with LED indicators.

5. OPERATING INSTRUCTIONS

5.1 Placement

The EZBack Go massager is versatile and can be used in various positions:

- **For Lower Back:** Place the massager against the lower back while seated in a chair or lying down. The ergonomic curve is designed to support the lumbar spine.
- **For Upper Back/Shoulders:** Invert the massager and place it against the upper back or shoulders.
- **For Neck:** Position the massager behind your neck while relaxing.
- **For Legs/Calves/Thighs:** Place the massager under your calves or thighs while seated or lying down.

Use the flexible straps to secure the massager to a chair if desired.

Votre Oreiller de Massage à la Demande



Soulagement Massant et Soutien pour
Position Assise Toute la Journée

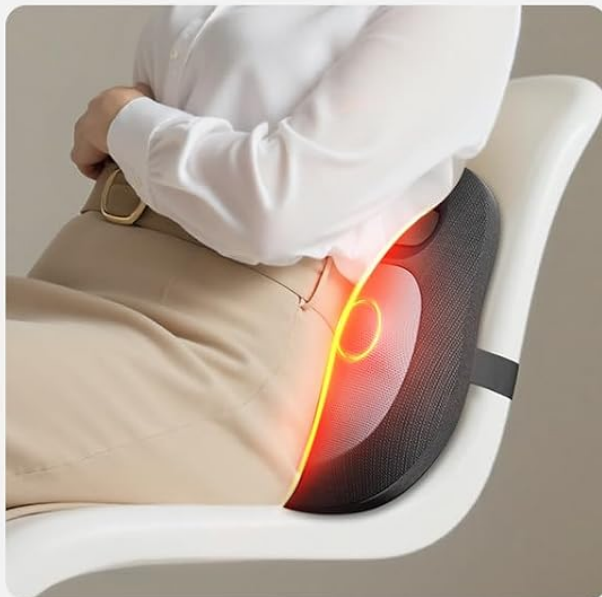


Image: Demonstrations of the massager in use on the neck, lower back, and legs, highlighting its multi-positional design.

5.2 Powering On/Off and Adjusting Speed

1. Press the Power/Speed button (usually marked with a power symbol) once to turn on the massager at the default speed.
2. Press the Power/Speed button a second time to switch to the higher speed setting.
3. Press the Power/Speed button a third time to turn off the massager.

The massager has an automatic 10-minute shut-off feature for safety.

5.3 Activating Heat Function

1. With the massager powered on, press the Heat button (usually marked with a heat symbol) once to activate the low heat setting (35°C).
2. Press the Heat button a second time to switch to the high heat setting (40°C).
3. Press the Heat button a third time to turn off the heat function.

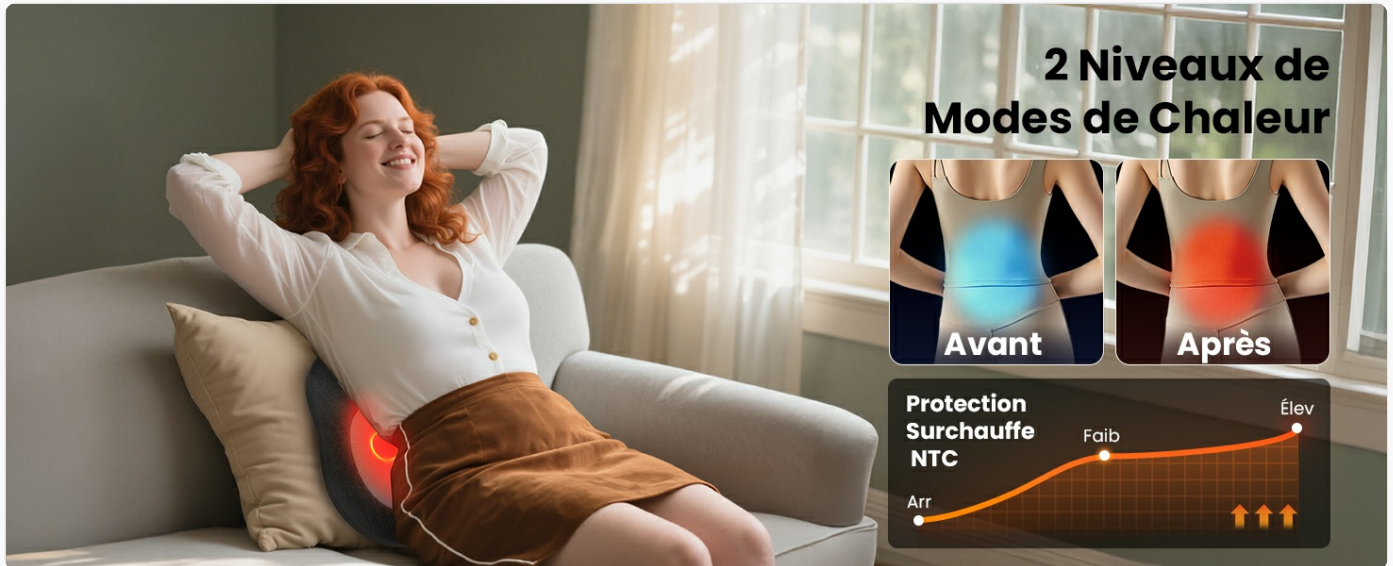


Image: Illustration detailing the two heat modes (low and high) and the NTC overheat protection system.

5.4 Adjusting Massage Intensity

The intensity of the massage can be adjusted by varying the pressure applied against the massager. For a deeper massage, lean more firmly against the device. For a gentler massage, reduce the pressure.

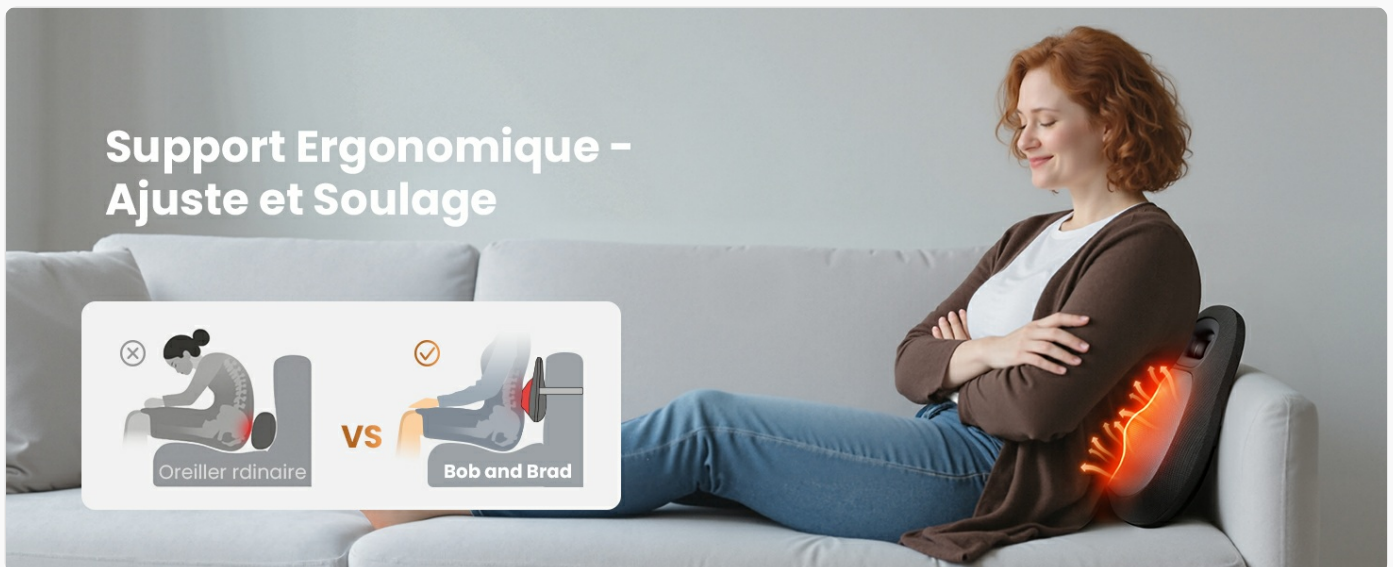


Image: Visual comparison demonstrating ergonomic support for the back provided by the massager versus a standard pillow.

6. MAINTENANCE

6.1 Cleaning

Always unplug the massager before cleaning. Wipe the surface with a soft, slightly damp cloth. Do not use abrasive

cleaners, solvents, or immerse the device in water. Allow to air dry completely before storage or next use.

6.2 Storage

Store the massager in a cool, dry place. Avoid direct sunlight and extreme temperatures. Do not place heavy objects on the massager. The integrated handle makes it easy to carry and store.



Image: The EZBack Go massager showcasing its portable design with an integrated handle.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Massager does not turn on.	Battery is depleted.	Charge the massager fully using the USB-C cable.
Massager stops unexpectedly.	10-minute auto-shutoff activated.	Wait a few moments and restart the device if desired. This is a safety feature.
Heat function is not working.	Heat function not activated or low battery.	Ensure the heat button is pressed. Charge the device if the battery is low.
Massage feels too intense/weak.	Pressure applied is too high/low.	Adjust your body position to increase or decrease pressure against the massage nodes. Adjust speed settings.

8. SPECIFICATIONS

- **Model Number:** EZBack Go
- **Dimensions (L x W x H):** 32 x 12.5 x 32 cm (12.6 x 4.9 x 12.6 inches)
- **Weight:** 1.39 kg (2.93 lbs)
- **Power Source:** Battery Powered (1 Lithium-ion battery included)
- **Battery Capacity:** 2500mAh
- **Charging Time:** Approximately 6.33 hours
- **Operating Time:** Up to 380 minutes per charge
- **Heat Levels:** Low (35°C), High (40°C)
- **Noise Level:** Below 45 dB
- **Automatic Shut-off:** 10 minutes
- **Manufacturer:** BOB AND BRAD
- **Country of Origin:** China

9. WARRANTY AND SUPPORT

The BOB AND BRAD EZBack Go Massager comes with a**2-year warranty**. If you experience any issues with your device, please contact our customer service for assistance. Our team is dedicated to providing support and ensuring your satisfaction.

For customer service inquiries, please refer to the contact information provided with your purchase or visit the official BOB AND BRAD website.



Image: Details on the 2-year warranty, 100% satisfaction guarantee, and customer service commitment from Bob and Brad.

10. PRODUCT VIDEO OVERVIEW

Your browser does not support the video tag.

Video: An overview of the BOB AND BRAD EZBack Go Massager, demonstrating its features and various uses for back, neck, and leg relief. This video is provided by the seller.

ASK A QUESTION ABOUT THIS MANUAL

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Question

Example: How do I reset this device or fix this error?

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Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

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