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› BOB AND BRAD EZBack Prime Shiatsu Neck and Back Massager with Heat - Instruction Manual

BOB AND BRAD EZBack Prime

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Model: EZBack Prime

INTRODUCTION

Thank you for choosing the BOB AND BRAD EZBack Prime Shiatsu Neck and Back Massager with Heat. This device is designed to provide deep tissue massage and soothing heat for various body areas, including the neck, shoulders, back, and legs. Please read this manual thoroughly before use to ensure proper operation and safety.



Image: User experiencing spinal relief with the EZBack Prime massager.

SAFETY INFORMATION

Always follow the instructions provided with this product. Do not use if you have a heart condition, high blood pressure, or are pregnant. Keep out of reach of children. Do not use while sleeping or taking a bath. Do not use on broken skin or areas with inflammation. Keep the massager clean and dry when not in use. Unplug the massager when not in use and store it in a cool, dry place.

SETUP

1. Unpack the massager and all accessories. Ensure all components are present: massager unit, power adapter, and wireless remote.
2. Connect the power adapter to the massager unit.
3. Secure the massager to your desired chair using the elastic strap. The strap is designed to fit chairs up to 1.31 ft (40 cm) wide. Adjust the strap for a firm fit.
4. Position the massager to align with the area you wish to massage. The wide-angle headrest is designed to cradle your head comfortably when used for neck massage.



Image: Securing the massager to a chair and connecting the power cord.

OPERATING INSTRUCTIONS

The EZBack Prime massager features a corded design for consistent power and a wireless remote for convenient control.

1. **Power On:** Plug in the massager to a power source. Press the power button on the massager unit or the wireless remote to turn it on.
2. **Select Massage Mode:** Use the mode button on the wireless remote to cycle through 3 massage modes: rolling, shiatsu, and kneading.
3. **Adjust Intensity:** Select from 3 intensity levels (Low, Medium, High) using the intensity button on the remote to suit your preference.
4. **Activate Heat Function:** Press the heat button on the remote to turn the soothing heat function (113°F) on or off.
5. **Automatic Shut-off:** The massager is equipped with a 15-minute auto-shutoff feature to ensure safe and worry-free relaxation. You can restart the session if desired after the auto-shutoff.

Wireless Remote Easy Control



Power On/Off



Default Mode M1/M2/M3



Intensity L/M/H



Heating On/Off

Image: Operating the massager with the wireless remote control.

KEY FEATURES

- **Ergonomic Wide-Angle Design:** Engineered to conform to your spine's natural curve, providing optimal lumbar and neck support. The wide-angle headrest ensures comfortable head positioning, and the elastic strap secures the massager to various chairs.

EZBack Prime Back Neck Massager

Deep, Versatile Massage to Ease Discomfort & Fatigue



3 Massage
Modes



3 Intensity
Levels



Full Body
Use

Image: Ergonomic design for superior contact on neck and back.

- **Upgraded Brass Engine & 4D Kneading:** Features an automotive-grade, all-brass engine for powerful and consistent torque. The innovative 15° forward-tilt targets the upper trapezius, while 4D kneading nodes mimic professional hand massage techniques for deep tissue relief.

4-Point Kneading for an Authentic Massage

Deep Muscle Tension



Image: Internal brass movement and 4-point kneading for deep muscle tension relief.

- **Soothing Heat Function:** Provides gentle warmth at 113°F to help relax muscles and enhance the massage experience.

Heat for Rapid Relief



Image: Visual representation of heat therapy for rapid relief.

- **Compact and Ultra-Quiet Operation:** Weighing only 3.08 lbs, it is portable and operates below 40 dB, ensuring a quiet massage experience without disturbance.
- **Plush, Comfortable Back Fabric:** Made with high-quality plush fabric that is breathable, soft, and helps reduce odor buildup. It can also be used as a comfortable pillow or for abdominal warmth.

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

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Massager does not turn on.	Not properly plugged in; Power outlet issue; Device malfunction.	Ensure the power adapter is securely connected to both the massager and a working power outlet. Try a different outlet. If the issue persists, contact customer support.
Massage feels weak or inconsistent.	Incorrect intensity setting; Excessive pressure applied.	Increase the intensity level using the remote. Reduce the amount of pressure applied against the massager. Ensure the massager is not obstructed.
Heat function is not working.	Heat function is off; Device malfunction.	Ensure the heat function is activated via the remote. Allow a few minutes for the heat to become noticeable. If it still doesn't work, contact customer support.
Massager stops unexpectedly.	Automatic 15-minute shut-off activated.	This is a safety feature. You can restart the massager by pressing the power button again.

SPECIFICATIONS

Product Dimensions: 11.42 x 5.12 x 12.2 inches

Item Weight: 4.19 Pounds (1.9 Kilograms)

Power Source: Corded Electric

Target Use Body Part: Back, Leg, Neck, Shoulder, Whole Body

Massager Form: Massage Pillow

Massage Therapy Technique: Kneading, Rolling, Shiatsu

Heat Temperature: 113°F (approx.)

Auto Shut-Off: 15 minutes

Noise Level: Below 40 dB

Color: Grey and Black

Material Type: Plastic

WARRANTY AND SUPPORT

The BOB AND BRAD EZBack Prime Massager comes with a reliable two-year manufacturer's warranty. For any product inquiries, technical support, or warranty claims, please contact BOB AND BRAD customer support. Details for contacting support can typically be found on the product packaging or the official BOB AND BRAD website.

ASK A QUESTION ABOUT THIS MANUAL

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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.

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