

# User Manual

F00042AA00-US/ F00042AA01-US

**NECK & BACK MASSAGER**



## IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

Read all instructions before using (this appliance).

## DANGER

To reduce the risk of electric shock:

1. Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
2. **DO NOT** reach for an appliance that has fallen into the water. Unplug immediately.
3. **DO NOT** use the massager while bathing or showering.
4. **DO NOT** place or store the appliance to fall or be pulled into a tub or sink.
5. **DO NOT** place in or drop into water or other liquids.
6. Never use pins or other metallic fasteners with this appliance.
7. Carefully examine the covering before each use. Discard the appliance if the covering shows any signs of deterioration, such as blistering or cracking.
8. **DO NOT** operate it in a wet or moist environment. Keep the massager dry.
9. **DO NOT** reach for an appliance that has fallen into water. Unplug immediately.
10. **DO NOT** use while bathing or in a shower.
11. **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.
12. Carefully examine the covering before each use. Discard the appliance if the covering shows any sign of deterioration, such as checking, blistering, or cracking.
13. Keep Dry – **DO NOT** operate in a wet or moist condition.

# WARNING

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

- 1) An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- 2) **DO NOT** operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- 3) Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- 4) Use this appliance only for its intended use as described in this manual. **DO NOT** use attachments not recommended by the manufacturer.
- 5) 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.
- 6) **DO NOT** carry this appliance by supply cord or use cord as a handle.
- 7) Keep the cord away from heated surfaces.
- 8) Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- 9) Never operate on a soft surface such as a bed or couch where the air openings may be blocked.
- 10) Never drop or insert any object into any opening.
- 11) **DO NOT** use outdoors.
- 12) **DO NOT** operate where aerosol (spray) products are being used or where oxygen is being administered.
- 13) To disconnect, turn all controls to the off position, then remove plug from outlet. The device is NOT to be used for commercial use or medical purposes. If you have health concerns, consult your doctor before using the Shiatsu Neck and Back massager.
- 14) Use heated surfaces carefully. May cause serious burns. **DO NOT** use over insensitive skin areas or in the presence of poor circulation.
- 15) The unattended use of heat by children or incapacitated persons may be dangerous.

## WARNING

- 16) Temperatures sufficiently high to cause burns may occur regardless of the control setting. **DO NOT** use on an infant or invalid or on a sleeping or unconscious person. **DO NOT** use on insensitive skin or on a person with poor blood circulation. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.
- 17) **DO NOT** Crush – Avoid sharp folds.
- 18) **DO NOT** use massager in close proximity to loose clothing or jewelry. Keep long hair away from massager while in use.
- 19)

The device is **NOT** to be used for commercial use or medical purposes. If you have health concerns, consult your doctor before using the Shiatsu Neck and Back massager.

## SAVE THESE INSTRUCTIONS



**ONLY** use indoors!



**DO NOT** use the device in damp rooms (e.g., when bathing or showering)



**DO NOT** Wash!



**DO NOT** dry clean!

After using this device for 20 minutes, allow it to cool for 30 minutes before using it again

## CAUTION

- TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE COVER. THERE ARE NO SERVICEABLE PARTS INSIDE.
- TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.



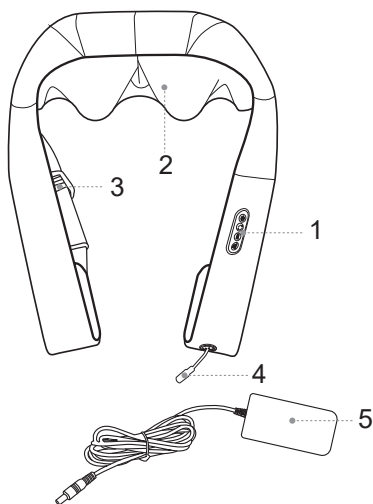
The symbol of an arrow-headed lightning bolt within a triangle is intended to alert the user of uninsulated "dangerous voltage" in the unit's enclosure. The excess voltage may be of sufficient magnitude to constitute a risk of electric shock.



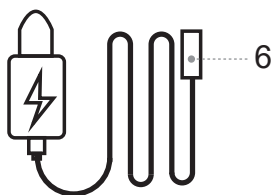
The symbol of an exclamation point within a triangle is intended to draw the user's attention to important operating and maintenance/servicing instructions in the literature accompanying the unit.

**IMPORTANT:** To reduce the risk of electric shock, this product has a polarized plug (one prong is wider than the other). For safety reasons, this plug will only fit into a polarized outlet the correct way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not work, contact a qualified electrician to install a proper outlet. **DO NOT** bypass this safety feature in any way.

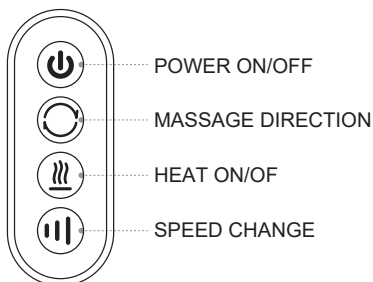
## PRODUCT FEATURES



1. Control Panel
2. Shiatsu Nodes
3. Adjustable Handles
4. DC Power Port
5. Wall Adapter
6. Car Adapter



## OPERATION INSTRUCTION



## OPERATION INSTRUCTION

1. Connect the Power Adapter into the DC Power Port, then plug the Power Adapter into an electric outlet.
2. Grip the Positioning Handles and drape the unit around your neck with the Shiatsu Nodes at the center of your back.
3. Press the "⏻" "POWER ON/OFF Button. The massager will turn on.
4. Press "🔄" the MESSAGE DIRECTION Button to change the massage direction.
5. Press "🔊" the speed adjustment button to choose among 3 massage speed levels (low / medium / high).
6. Press "🔥" the HEAT Button to activate heat; press it again to deactivate heat.
7. Use the Positioning Handles to reposition the Shiatsu Nodes to other areas of the neck and back.
8. Press "⏻" the POWER ON/OFF Button at any time to turn the unit off.
9. The unit shuts off automatically after 15 minutes of continuous use.

## MESSAGE AREAS



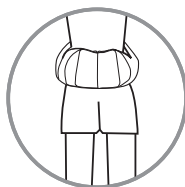
Shoulder



Neck



Back



Waist

## PRODUCT CARE AND MAINTENANCE

1. Place the massager in a safe, cool, and dry place when not in use.
2. After unplugging, wipe with a soft, damp cloth using non-abrasive cleaners.
3. Never submerge the unit in any liquid.
4. Keep away from all solvents and harsh detergents.

DO NOT attempt to repair this massager. There are no user-serviceable parts.



Do not wash



Do not bleach



Do not dry (used with do not wash)



Do not iron

## SPECIFICATIONS

Model: M00042AE12-US/ M00042AE19-US

Input: 12V = 2.5A

Rated Power: 30W

Package Content: Massager, Wall Adapter, Car Adapter, User Manual



## TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
The massager doesn't turn on	The power adapter plug is loose	Reconnect the plug to the outlet
	Power is off	Press the power button to turn on the massager
	No power	Try a different power outlet
Shuts off automatically	The 15-minute timer	The massager has a timer and will turn off on its own after 15 minutes. You can press the power button to start another 15-minute massage.
	The massager's overheat protection feature will switch off the massager automatically when it's too hot.	Please wait for the massager to cool down before powering it back on.

## A Dedicated Team Just For You



Every Bob and Brad product is backed by a 1-year warranty and an award-winning customer service team. If you are in any way dissatisfied with a product you ordered, we'll exchange it, replace it or refund your money under the warranty. Simply email us the problem, and we'll take care of it.



### **Troubleshoot**

Help you solve any issues with your device.



### **Product Knowledge**

Answer questions about your device and best practices.



### **Initiate Returns**

Provide instructions for replacements, returns and refunds.



### **Place New Orders**

Help with placing orders online and/or authorized resellers.

### **Get in Touch.**

Call: +1 (612) 567-3035 Mon-Fri 9:00AM-4:30PM (CST)

Email: [support@bobandbrad.com](mailto:support@bobandbrad.com)

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## FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## **Manufacturer**

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