

# RENPHO User Manual

## Shoulder & Neck Massager



Model: RP-SNM067

Thank you for your purchase of RENPHO Shoulder & Neck Massager. The Massager offers a powerful shiatsu massage. While enjoying massage relief, you should use it with care and safety in mind. To ensure safety and avoid any property damage, please read this manual carefully and use it as indicated. Non-compliance may cause serious injuries or death and/or severe property damage.

### IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:  
Read all instructions before using (this appliance).

- For household use only, not for medical or other commercial purposes.
- Any individual who may be pregnant or has recently given birth, has a heart condition or a pacemaker, suffers from diabetes or other sensory impairment, phlebitis and/or thrombosis, joint dysfunction, inflammation or injuries, weak bones, osteoporosis, a high fever, an abnormal or cured spine, is at an increased risk of developing blood clots, has pins/screws/artificial joints or other medical devices implanted in his/her body, is being treated for a medical condition or physical injury or is under a doctor's care should consult with a medical professional before using a massaging device designed for domestic use.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.

#### DANGER – To reduce the risk of electric shock:

- Always unplug this massager from the electrical outlet immediately after using and before cleaning.
- Do not use while bathing or in a shower.
- Do not reach for the massager that has fallen into water.
- 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.

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

- The massager should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Close supervision is necessary when this massager is used by, on, or near children, invalids, or disabled persons.
- Use this massager only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this massager 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 massager to a service center for examination and repair.
- Do not carry this massager by supply cord or use cord as a handle.
- Keep the cord away from heated surfaces.
- Never use pins or other metallic fasteners with this appliance.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Do not use while driving, after consuming alcohol or taking sleeping pills.
- Stop using immediately if you experience any unusual pain or discomfort.

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- To disconnect, turn off the power button, then remove plug from outlet.
- Only use accessories officially provided by RENPHO.
- The massager has a heated surface. Persons insensitive to heat must be careful when using the appliance.
- Use heated surfaces carefully. May cause serious burns. Do not use it on insensitive skin or on a person with poor blood circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- 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. Check the skin in contact with the heated area of the massager frequently to reduce the risk of blistering.

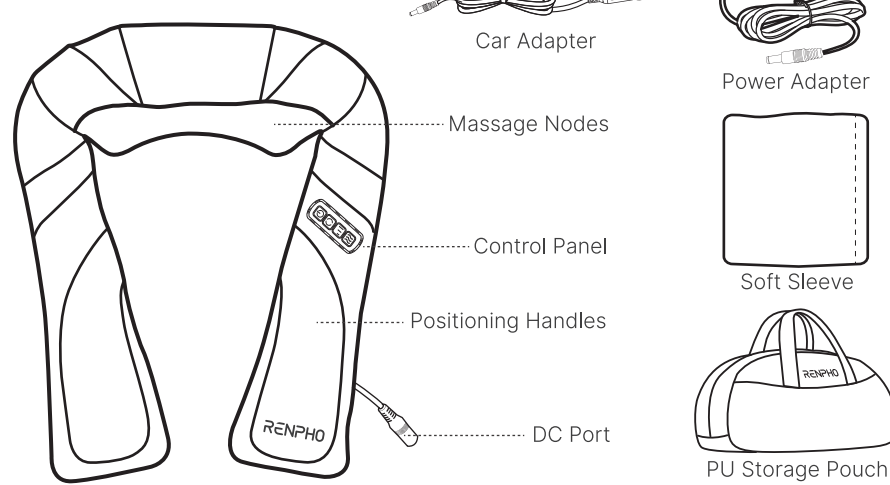
SAVE THESE INSTRUCTIONS

### About the RENPHO Shoulder & Neck Massager

#### 1. Specifications

Product Name	Shoulder & Neck Massager
Model	RP-SNM067
Material	PU leather + Breathable mesh
Input	12V=2A
Rated Power	24W
Auto-off Timer	15mins
Gross Weight	4.8lbs
Product Dimensions	17.71 (L) x 6.70 (W) x 7.87 (H) inch
Noise	≤55dB
Temperature	<118°F/47.8°C

#### 2. Product Overview



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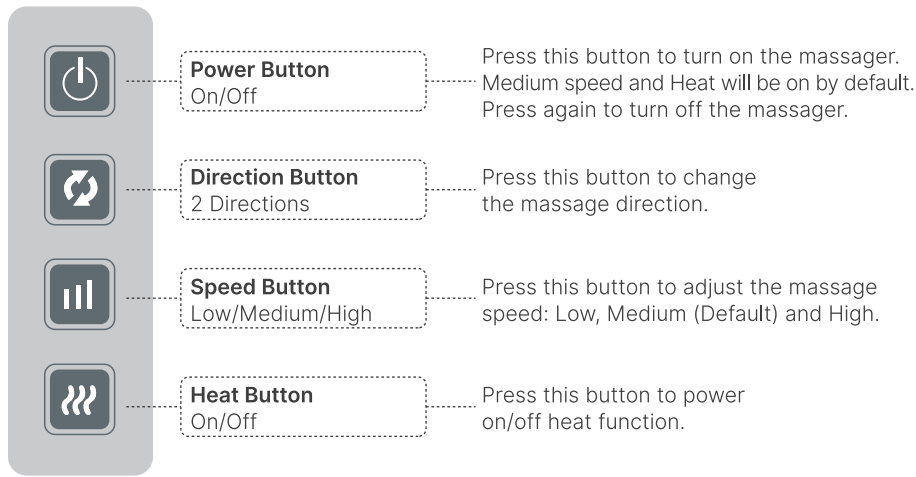
### 3. What's in the box

- |                              |                   |                 |
|------------------------------|-------------------|-----------------|
| 1 x Shoulder & Neck Massager | 1 x Power Adapter | 1 x Soft Sleeve |
| 1 x PU Storage Pouch         | 1 x Car Adapter   | 1 x User Manual |

#### Using the RENPHO Shoulder & Neck Massager

- Connect the power adapter into the DC port, then plug in an electric outlet (Car adapter is included. You can also use it in your car). Then put the massager on the target area.

#### 2. Button Introduction

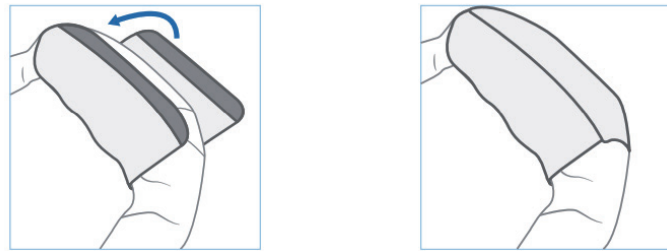


#### Note:

- Direction of massage nodes changes every minute.
- The massager has a built-in 15-minute auto-off timer. It will automatically shut off after 15 minutes of continuous use.

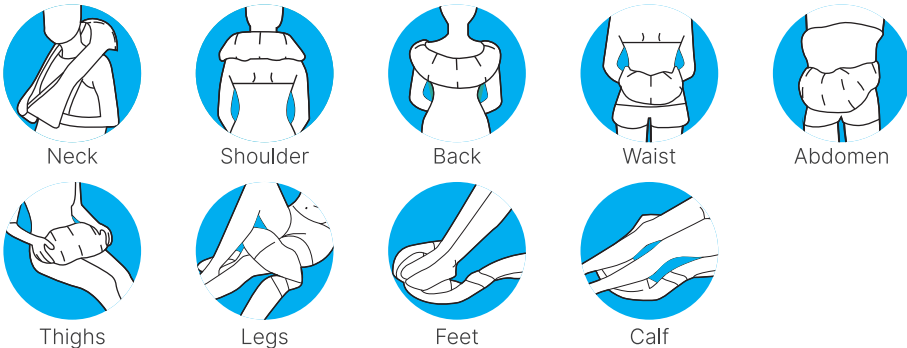
#### 3. Massage Areas

Tip: Put the provided soft sleeve on the massager for added comfort. Wrap the sleeve on the massager body and fasten the Velcro strap to make it secure as shown.



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You can use the massager on the following body parts. Do not use on the head, elbows, knees, chest or other areas.



### Product Care and Maintenance

- Place the massager in a cool, dry place when not in use. Keep away from sharp objects.
- Unplug the massager before cleaning. Wipe with a soft, damp cloth using non-abrasive cleaners.
- Never submerge the massager in any liquid. Keep away from all solvents and harsh detergents.
- Do not attempt to repair the massager. There are no user-serviceable parts.

### Troubleshooting Guide

Problem	Cause	Solution
Massager doesn't turn on	Power adapter plug is loose	Reconnect the plug to the outlet
	Power button is off	Press the power button to turn on the massager
	No power	Try another outlet
Massager shuts off suddenly	The massager has a built-in timer that automatically switches off the massager after 15 minutes of continuous use.	Press the power button to start another 15-minute massage
	Overheat protection is triggered to switch off the massager due to high temperature	Wait for the massager to cool off before turning it on again
Can't feel heat	Heat function hasn't been activated	Press the heat button to activate the heat function
	Used the soft sleeve	Take off soft sleeve
	To prevent overheating, the temperature is controlled no more than 118°F/47.8°C	It is easy to hurt your neck if the temperature is too high
Can't feel intensity	Your pull on the handle is not strong enough	Increase your pull on the handle
	The massage intensity is weak	Press the speed button to increase the massage intensity
Pain is felt while in use	The massage intensity is too strong	Press the speed button to lower the massage intensity
		Add the provided soft sleeve on the massager to reduce the intensity

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