

User Manual

Back and Neck Massager EZBack

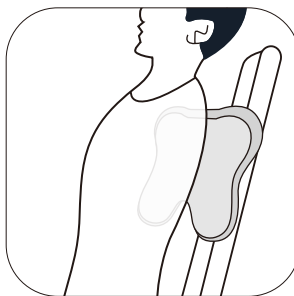
Instructions for Users

Please read this manual carefully before using the product and SAVE THESE INSTRUCTIONS properly.

This product is built with an ergonomic design and high-quality components. Besides delivering a wonderful massage experience to your back and neck, it can also be used to massage your other body parts, such as shoulders, calves, thighs, abdomen, and feet.



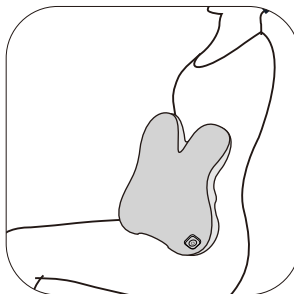
Lower Back



Upper Back



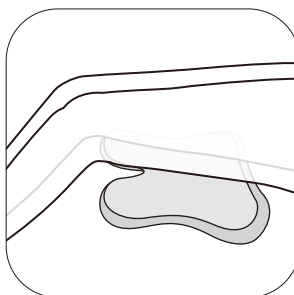
Neck



Abdomen



Calves



Thighs

Note:

- ⊘ Do Not use the product on your head or chest.
- ⊘ Do Not use the product on or around sensitive areas, such as eyes, teeth, breast implants, genital organs, artificial limbs, and so on.

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 a product that has fallen into water. Unplug immediately.
3. Do not place or store appliance where it can fall or be pulled into a tub or sink.
4. 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:

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. Do not use outdoors.
9. Do not handle plug with wet hands.
10. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
11. To disconnect, turn all controls to the off position, then remove plug from outlet.

Precautions for Use

- Only use the original adapter intended for the product; never use other adapters.
- Before connecting the product to the power supply, please ensure that the supply voltage stated on the rating plate is compatible with the unit.
- Before each use, check whether the product is intact. If any damage is found, regardless of its extent, stop using the product immediately.
- Please regularly remove any dust on the charger. The accumulated dust on the plug is likely to induce moisture and cause poor insulation, eventually leading to a fire.
- If the product does not work or you feel any abnormality, please stop using it immediately and unplug the power cord.
- In the event of a power outage, unplug the power cord.
- The surface of the product can become hot. People who are not sensitive to heat should NOT use the product.
- ⊗ **Do NOT** stand on the product or use the product as a toy in order to avoid accidents.
- Never disassemble, modify, or repair the product or open the zipper by yourself. Tampering with the product's mechanism in any way will result in an automatic void of the product's warranty.
- ⊗ **Do NOT** wear heavy or baggy clothing when using the product and do NOT let the surface of the product directly contact your skin during use.
- ⊗ **Do NOT** use the product on sensitive areas, inflamed areas, or areas with open sores or wounds.
- ⊗ **Do NOT** use the product with its covering fabric removed. It is likely to cause accidents.
- ⊗ **Do NOT** pull the product with force or stab the product with a knife or sharp objects.
- ⊗ **Do NOT** try to fold the product. It cannot be folded as it is not designed to be.
- ⊗ **Do NOT** plug in the product to an already overloaded electrical outlet. Otherwise, it may lead to electric shock. Immediately remove the product from the power if it gets too hot or you smell something is burning.
- ⊗ **Do NOT** use the product to supplement or replace any medical treatment. Please consult your physician before using the product if you have any health concerns or experience unexplained pain, or if you are currently receiving medical treatment or using medical equipment.
- This product is automatically timed for a 15-minute operation. Please do Not use it continuously for over 30 minutes.
- If you experience abnormal body reactions during use, such as back pain, dizziness, vomiting, throbbing, among others, please stop using the product immediately.

Disclaimer: This product is NOT a medical product.



Precautions for Maintenance

- Before and during maintenance, be sure to disconnect the product from the power supply.
- ⊗ **Do NOT** drop the product or its charger. Do Not hit the product or its charger with strong forces.
- ⊗ **Do NOT** spray water on the product or submerge it in water or any other liquid.
- ⊗ **Do NOT** use the product in bathrooms or places with high humidity.
- If the product has not been used for a long time, please make sure the power button is in normal conditions prior to reuse.
- During maintenance, do NOT clean the product with volatile oil, diluent, alcohol, strong alkaline detergent, bleach, or other abrasive cleaning agents.
- Keep this product out of reach of children.
- Make sure the product fully cools down before storing it.

The following groups must exercise caution if using the product:

People under treatment at a medical institution or in the following conditions should consult with a doctor or physiotherapist before using the product.

- People implanted with a pacemaker or other related medical electrical devices
- People diagnosed with a malignant tumor or suffering from heart diseases
- Pregnant women
- People suffering from a nerve ending disorder caused by diabetes
- People suffering from skin trauma
- People with a body temperature above 38°C
- People who are more susceptible to numbness in their feet and hands
- People in need of a respirator
- People suffering from hypertension
- People having acute symptoms such as visceral diseases (gastritis, hepatitis, and gastroenteritis)
- People suffering from lumbar disc herniation, spondylitis, or other conditions
- People suffering from degenerative arthritis, arthritis or gout
- People suffering from spinal fractures or swollen bones
- People having low temperature burns
- People having abnormal back bones
- People having diseases related to vascular diseases
- People in use of a restorer
- People experiencing abnormal body sensations

The following groups are prohibited from using the product:

- People who are prohibited from exercising or stretching by doctors. For example, people suffering from thrombosis, severe aneurysm, acute venous aneurysm, or various dermatitis or skin infections, as these diseases can easily get worse with exterior pressure.
- People who cannot express their will or cannot operate the product by themselves.
- Children aged 14 and younger.
- People with impaired skin perception or people who are not sensitive to heat.

Do not use the product in the following cases:
<ul style="list-style-type: none">● When you are severely tired● Within an hour before and after meals● When you are drunk

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Statement Note

This equipment has been tested and found to comply with the limits for a 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause any harmful interference to radio or television receptions, 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 area between the equipment and receiver.
- Connect the equipment to 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 with the supplied fastener. Do not hang the unit by the power cord.

Cleaning

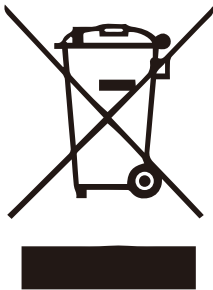
Please make sure the product is turned off before cleaning it. Do Not remove the covering fabric of the product.

1. Remove dust from the covering fabric of the product with a vacuum cleaner instead of by patting the product. Do not hit the product with force.
2. Wipe off dust from the surface with a clean cloth.
3. If dust accumulates in relatively deep places, dampen the cloth with a neutral detergent, and then wipe the product gently.
4. Do Not get the product wet.
5. Let the product dry naturally.
6. Do Not put the product in direct sunlight or in places with high humidity after use. If the product is not to be used for a long time, please keep it covered after a thorough cleaning in order to prevent the accumulation of dust.

Note:

- Please remove the power cord from the power socket with dry hands before cleaning the product.
- The comfort cover in the package is removable and washable. It is recommended to wash the comfort cover by hand with cold water. Do not bleach. Hang or line to dry.

WEEE Instructions

Correct Disposal of This Product	
	<p>This marking indicates that this product should not be disposed of with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for an environmentally safe recycling</p>

About the Product

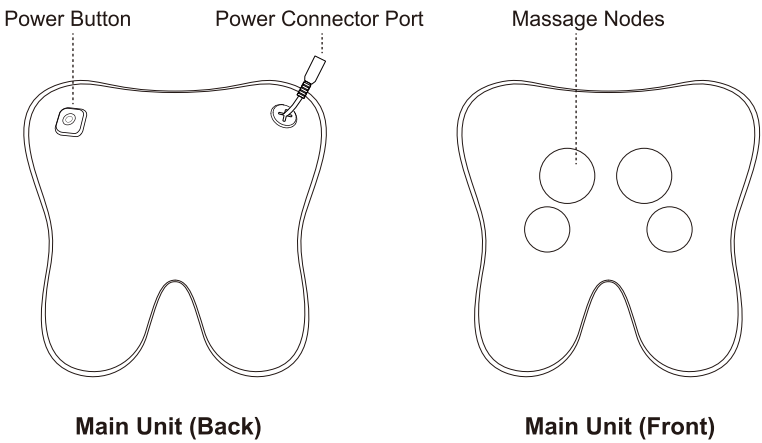
1. What's in the Box

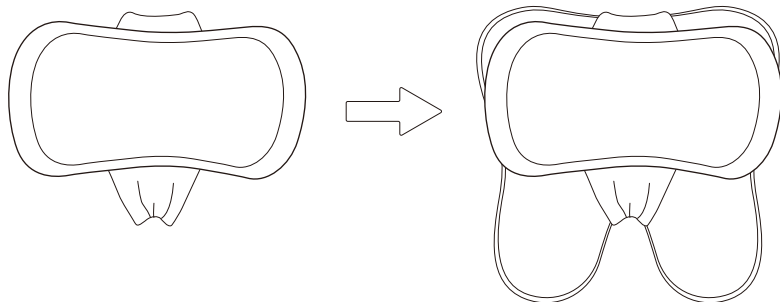
- 1 × Back and Neck Massager
- 1 × Comfort Cover
- 1 × User Manual
- 1 × Power Adapter

2. Technical Specification

Product Name	Back and Neck Massager
Product Model	EZBack
Adapter	Input: AC 100-240V 50/60Hz
	Output: 12V ---
Rated Voltage	12V ---
Rated Power	24W
Net Weight	1.2 Kg/2.6 lb
Dimensions	290 mm × 290 mm × 110 mm/11.4" × 11.4" × 4.3"
Auto-shut off timer	15 minutes

3. Product Introduction





Comfort Cover

Main Unit (Front)

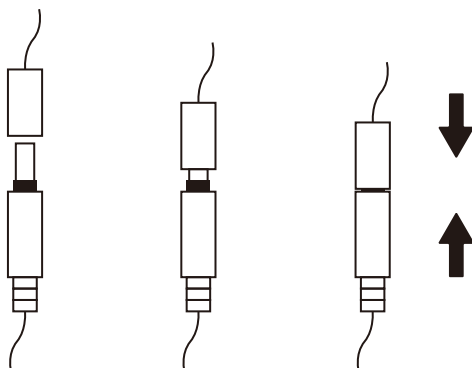
Use the comfort cover provided in the package to dampen the heat and massage intensity.

Preparations for Use

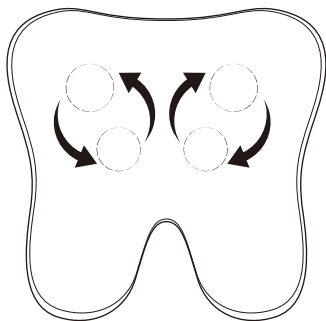
- Check if the covering fabric is damaged before switching the product ON.
- Check that the product and its accessories are complete. Always remove your pendant or other jewelry before use the product to avoid interference with the massage.

How to use

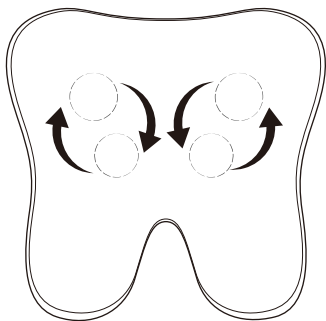
Plug the wall adapter into an electrical outlet. The adapter plug and power connector port should "snap" together when properly connected in place.



Basic Functions



Direction 1



Direction 2

Massage Modes	A1: Massaging in direction 1 + Heating A2: Massaging in direction 2 + Heating A3: Massaging in direction 1, No Heating A4: Massaging in direction 2, No Heating
Heating	Heating is enabled in A1 and A2 modes, while there is no heating in A3 and A4 modes.
Power Button	Power On/Off and Mode Selection <ul style="list-style-type: none">● Press and hold the power button for about 3 seconds to turn on/off the product.● Short press to change the mode.
LED Indicator Light	1. A1 Mode: Orange Light 2. A2 Mode: Orange Light 3. A3 Mode: Blue Light 4. A4 Mode: Blue Light
Auto Shut Off	This product automatically shuts off after 15 minutes of continuous use.

Troubleshooting

Below are the most common problems regarding the product. If the problems you encounter are not included in the following tables, please contact us.

Problem	Cause	Solution
You hear a mechanical sound when product is in use.	When the product is in operation, the massage heads will make a mechanical sound.	Normal Sound
The product cannot be turned on.	Overheating protection is activated.	Stop using the product for 30 minutes in order for it to cool down, and then it can be used again.
	The power adapter is not properly plugged into the electrical socket.	Plug the electrical cord securely into the electrical socket.
	The power connector is not properly connected the adapter plug.	Make sure the power connector port and the adapter plug have clicked together.
The product stops working suddenly when being used.	Overheating protection is activated	Stop using the product for 30 minutes in order for it to cool down, and then it can be used again.
	The built-in 15-minute auto-off timer is activated.	Restart the product.
If the product has been left unused for a long time, please make sure that its functions are normal before using it again.		
Regular checks	Check the product for the following hazards	In the event of the above mentioned hazards, stop using the product immediately and cut off the power supply to avoid accidents.
	<ul style="list-style-type: none"> ● Whether the power adapter is over heated, ● Whether the power cord is deeply scratched or deformed, or has a burnt smell, ● Whether there are abnormal sounds or vibrations during operation ● Whether the product works properly after being turned on ● Whether there are other abnormalities or malfunctions 	

NOTE:

If you find hazards that cannot be eliminated or the product still cannot operate normally after troubleshooting, please contact us. Do Not disassemble or attempt to repair it by yourself. Tampering with the product will result in an automatic void of its warranty.

Service Guidelines for Warranty

Thank you for shopping with us! Within one year from the date of purchase, you will receive free warranty services for damages caused by the manufacturing process or components under normal operation confirmed by our after-sale service.

You cannot receive free warranty services under the following conditions:

1. Damage by improper operation, such as an improper component connection.
2. Negligence and damages because of transportation or other accidents.
3. Maintenance and modification without approval.
4. Other damages caused by force majeure, such as natural disaster, abnormal voltage, among others.
5. Damages caused by general uses outside home (e.g. industrial and commercial use).
6. Aging, wearing, and tearing caused by normal operation of the product without affecting the normal operation of the product.

This statement serves as a promotion for the free maintenance of the product within the specified time limit and conditions, and it does not limit the legal rights of consumers.

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 your problems, and we'll take care of them.



Troubleshoot

Help you solve issues with your device.



Product Knowledge

Answer questions about your device and provide the best practices.



Initiate Returns

Provide instructions for replacements, returns, and refunds.



Place New Orders

Help you with placing orders online or with authorized resellers.

Get in Touch.

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

Email: support@bobandbrad.com

FLIGE Products LLC

3001 Esperanza Crossing Austin, TX 78758

