



## Neck & Back Massager User Manual



For concerns and technical assistance  
please contact [support@medcursor.com](mailto:support@medcursor.com)

SKU: A05-MC02-BKUS

Model: MD-83221

## **IMPORTANT SAFETY INSTRUCTIONS**

WHEN USING ELECTRICAL PRODUCTS, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED. READ ALL INSTRUCTIONS BEFORE USING.

### **WARNING**

1. Always unplug this appliance from the electrical outlet immediately after use and before cleaning.
2. NEVER use pins or other metallic fasteners with this appliance.
3. NEVER leave the massager unattended when plugged in. Unplug it from the outlet when not in use, and before putting on or taking off parts or attachments.
4. DO NOT use non-rated voltage (outside of DC 12V/4A).
5. Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons. Children and the elderly are not recommended to use the massager without supervision.
6. Use this appliance only for its intended use as described in this manual. DO NOT use attachments not recommended by Medcursor.
7. NEVER operate this appliance if it has a damaged cord or plug, if it is not working properly, and if it has been dropped or damaged, or dropped into water.
8. Use heated surfaces carefully. They may cause serious burns. DO NOT use over insensitive skin areas or in the presence of poor circulation. Unattended use of heat by children or incapacitated persons may be dangerous.
9. NEVER drop or insert any object into any opening.
10. DO NOT operate where aerosol (spray) products are being used or where oxygen is being administered.
11. DO NOT operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
12. To disconnect, turn off all controls, then remove the plug from the outlet.
14. DO NOT use near open flames.
13. DO NOT use outdoors.

## **CAUTION**

1. This product is not intended for medical use. It is intended only to provide a luxurious massage.
2. If you are any of the following below, consult your doctor before using this product.
  - You are pregnant
  - You have a pacemaker
  - You have any concerns regarding your health
3. NOT recommended to use by diabetic patients.
4. Extensive use could lead to the product's excessive heating and shorter life. Should this occur, discontinue to use and allow the unit to cool before operating.
5. NEVER use this product directly on swollen or inflamed areas or skin eruptions.
6. DO NOT use this product as a substitute to medical attention.
7. NEVER use this product while in bed.
8. NEVER use this product in automobiles.

## **MAINTENANCE**

### **TO KEEP THE MASSAGER**

Place massager in its box or in a safe, dry, cool place. Avoid contact with sharp edges or pointed objects which might cut or puncture the surface. To avoid breakage, do not wrap the power cord around the unit. Do not hang the unit by the hand control cord.

### **TO CLEAN THE MASSAGER**

1. Unplug the unit and allow it to cool before cleaning. Clean only with a soft, slightly damp sponge. Never allow water or any other liquids to come into contact with the unit.
2. DO NOT immerse in any liquid to clean.
3. NEVER use abrasive cleaners, brushes, gasoline, kerosene, glass / furniture polish or paint thinner to clean.

CONTROLLER

Neck	Forward	Reverse
Intensity	Low	High
Vibration	Low	High
Timer	15mins	20mins

Up

Neck  
Massage

Down

Upper  
Back

Full  
Back

Lower  
Back

Back Massage

Spot

Shiatsu  
Intensity

Heat

Seat  
Vibration

Timer

Auto

Power Icon

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## **INSTRUCTION TO USE**

### **SETUP**

1. Place the massager on a chair and secure it by fastening the elastic straps around the back of the chair.
2. Connect the adapter cable to the corresponding cable on the cushion.
3. Plug the adapter into an outlet.
4. Turn on the device using the controller.

### **CONTROLLER INSTRUCTIONS**

1. Power Button: Press to turn on / off the massager.
2. Up: Press and hold to move neck massage nodes up (15cm vertical).
3. Neck Massage: Press to activate neck massage / change kneading direction / stop neck massage.
4. Down: Press and hold to move neck massage nodes down (15cm vertical).
5. Upper Back: Press to massage the upper back / stop back massage.
6. Full Back: Press to massage the whole back / stop back massage.
7. Lower Back: Press to massage the upper back / stop back massage.
8. Press to activate / stop back spot massage.
9. Shiatsu Intensity: Under the back massage program, press to change back rolling speed (Low->High).
10. Press to activate / turn off the heating function.
11. Seat Vibration: Press to turn on / change intensity(Low-High) / turn off.
12. Timer: Press to switch auto turn off periods: 15 minutes / 20 minutes.
13. Auto: Press to activate auto massage / stop auto mode.

# TROUBLESHOOTING GUIDE

Common Problems	Cause	Solutions
The massager fails to start.	Disconnected power or loose connection of the adapter.	Reconnect the adapter and re-plug to the power source.
The massager stops working during use.	1.The massager shuts off automatically after 15 minutes of continuous use. 2.The product shuts off automatically because of overloaded. 3.The massager works for too long, activating overheating protection.	1. Restart the massager later. 2. Restart the massager after alleviating the load. 3. Using the massager after the motor cools off (approximately 30 minutes).
The height is not ideal.	Neck massage nodes have not been adjusted to the proper height.	Adjust the height of the neck massage nodes following the "CONTROLLER INSTRUCTIONS".
Unsatisfied experience of using this product on the car driver seat.	This massager is not designed for a car driver seat.	Place the massager in the backseat.
The heating function does not work.	1.Heating function hasn't been activated. 2.It needs a few minutes to warm up after activating heating function.	1.Press the "Heat" button to activate this function (solid light). 2.Please wait 2-3 minutes after activating this function.

## **PACKAGE CONTENTS**

1x Neck & Back Massager (with controller)

1x User Manual

1x Adapter

## **TECHNICAL PARAMETERS**

Model: MD-83221

Material: ABS + PU + Mesh Fabric

Rated Voltage: 12V/4A

Rated Power: 48W

Default Timer: 15 Minutes

Size: 33x17.7x18.7 inch

Adapter Voltage: 100-240V

## **WARRANTY**

We provide 1 year warranty to all our customers. Warranty starts from the date of purchase.

If the device fails due to manufacture defects, please contact our email:

support@medcursor.com to launch a warranty claim. We will instruct you on

how to return the product, repair or request a replacement.

## **CUSTOMER SERVICE**

1. If you have any product questions or concerns, please don't hesitate to contact us directly at support@medcursor.com or visit our website at: [www.medcursor.com](http://www.medcursor.com).

2. We have a hassle-free warranty and customer service team for satisfactory solutions to any issue you might have within 24 hours.



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