



4D Neck and Shoulder Massager

NB4DNEKSHOA

Safety & Warnings

- Read all instructions and safety warnings before using this product for the first time. Retain this user guide for future reference.
- Use a hot towel (50°C is suitable) to apply heat to the skin for 1 minute before using the product for better results.
- Before using the product, apply some moisturising cream/aloe gel to the stainless-steel sheet to prevent discomfort caused by dry skin.
- Comb the neck hair and remove any jewellery before using the product to prevent it from blocking and causing it to not work properly.
- After the product is turned on, the intensity can be gradually adjusted according to personal comfort.
- Before using the product for the first time, charge the product for 3-5 hours.
- Do not use this product in an excessively humid or dust-intensive environment to avoid malfunction.
- Do not use this product in an environment where the room temperature exceeds 40°C and it is not suitable to use at -10°C.
- Do not place this product near electric heaters, stoves or in direct sunlight or humid places.
- This product is designed for personal use and cannot be used for any commercial purposes.
- If the product is moved from a low-temperature storage environment to a warm environment for use, place the product in a normal room temperature environment for approximately 1 hour, to avoid the water vapor formed by air condensation covering the machine parts and affecting normal use or even causing malfunction.
- Do not use on broken skin or wounds.
- Do not operate this product with wet hands.
- Do not massage sensitive skin.
- If you are currently taking any medication or have a medical condition, consult your doctor for advice before use.
- One massage takes 15 minutes, it is recommended not to exceed 1 hour a day (4 times).
- Do not disassemble or modify this product in any way.
- When moving or changing the position of the product during use, it should be turned off before use, otherwise you may experience an uncomfortable sensation.

- Do not use it on children or people who aren't able to express discomfort. People who are not sensitive to heat are prohibited from using it.
- Do not place near the heart. Failure to do so will increase the risk of heart fibrillation.
- Do not use inside the mouth or any sensitive areas.
- Adjust the pulse intensity to a level that feels comfortable for you. Increasing intensity does not guarantee a more comfortable massage experience, and higher settings may cause strong stimulation. This product is not suitable for use if you are experiencing cold symptoms, fever, dizziness, or other physical discomforts.
- Pregnant women, breastfeeding women, individuals with sensitive skin, skin allergies, heart disease, extremely abnormal blood pressure, malignant tumors, cerebrovascular conditions, or acute illnesses, as well as those receiving treatment for boils, must consult a doctor before using this product.
- If used along with high-frequency surgical equipment, the massager may cause burns at the position of the massager and may also damage the massager. If the massager is used near the shortwave or microwave treatment equipment (1m), the massager output may be unstable
- Do not use it with other medical electronic devices, such as pacemakers, implanted medical electronic devices, artificial heart and lungs and other medical electronic devices that sustain life, electrocardiographs and other implantable medical electronic devices.
- This product is a personal health massage product and cannot replace medicines and medical devices. It has different performances due to different personal physiques; if you feel unwell, consult a physician before continuing use.
- When using this product, especially when children are present, the following safety precautions must be observed. To avoid the risk of electric shock, read all instructions carefully before use.
- Disconnect from power after charging and before operation.
- Do not use whilst bathing. If this appliance falls into the water, cease use immediately and contact **help.Kogan.com** for support.
- Do not place this product where it is easy to slip or fall into the bath or sink.
- Do not put this product in water or other liquids.
- Do not insert pins or other metal objects into this product.
- Turn this product off before cleaning to avoid damage to the equipment or your body.
- Only use this appliance according to the instructions in this user guide.
- Do not use accessories and accessories that are not recommended by Kogan.com.
- If this product shows any signs of damage, cease use immediately and contact **help.Kogan.com** for support.
- Do not use this appliance under the influence of drugs or alcohol.

- Do not use excessive force when using this appliance.
- Do not use this product within one hour after eating.
- For those with neck and back injuries or recent surgery, consult your doctor before usage.
- Do not use this product if you are experiencing any of the following;
 - Undergoing treatment for diseases or those with abnormal physical conditions and the following conditions must consult a doctor before use.
 - People with ridged or abnormal spines.
 - People with fever above 38°.
 - Patients with electronic devices in their bodies, patients with bleeding disorders, patients with allergic physique and patients with malignant tumors.
 - Acute patients with cardiac bypasses.
 - Pregnant or menstruating women.
 - Those who are unwell or have recently undergone surgery.
- Do not disassemble or attempt to repair this product.
- Before discarding the appliance, the battery must be removed.
- When removing the battery, the appliance must be powered off.
- The battery should be disposed in accordance with you local environmental authorities.

Components



Massager



USB Cable

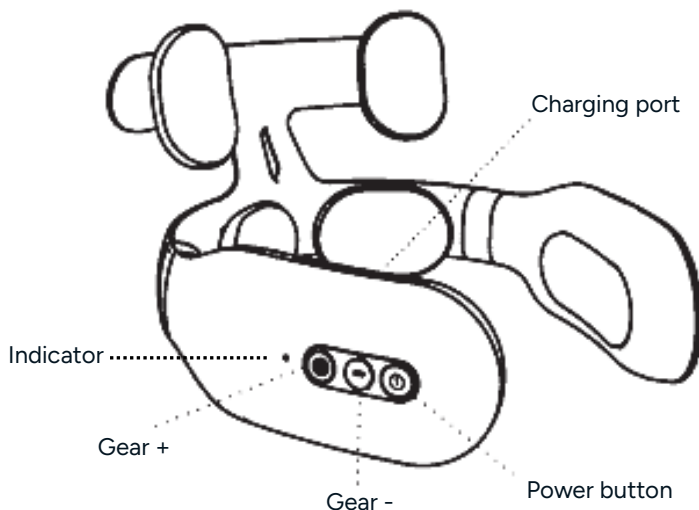


User Guide

Specifications

Input voltage	5V
Rated power	3W
Rated voltage	3.7V
Rated time	15min

Overview



Operation

Charging

- Connect the USB cable to the charging port and connect the other end to a USB power adaptor.
- When charging, ensure to turn off the massager (when charging, the machine cannot be used). It takes approximately 3-5 hours to fully charge.
- During charging, the indicator will turn red. When the battery is fully charged the indicator will turn off.

Power On/Off

- Press the 'Power' button for 3 seconds, to turn the massager on.
- Press the 'Power' button for 3 seconds, to turn the massager off.

Using the Massager

- Wipe the neck area wet with a wet towel and then press the massager against the skin.
- If there is sweat on the neck, wipe it off before using the massager.
- Press the '+' or '-' buttons to adjust the intensity of the massage (1-16 levels).

Modes

Mode	Description
Hot compress mode:	<ul style="list-style-type: none">• Press the '+' button for 3 seconds to turn the hot compress mode on.• Press the '-' button for 3 seconds to turn the hot compress mode off.
Acupuncture mode:	<ul style="list-style-type: none">• With the massager on, press the 'Power' button once.• Simulates acupuncture pressure points to help relieve tension and promote circulation.
Tapping mode:	<ul style="list-style-type: none">• With the massager on, press the 'Power' button twice.• Inspired by traditional Chinese Tuina therapy, this mode combines kneading, pressing, and rhythmic tapping movements to promote circulation and relieve muscle tension.
Scraping mode:	<ul style="list-style-type: none">• With the massager on, press the 'Power' button 3 times.• Replicates the scraping technique used in traditional therapy to improve blood flow and ease muscle stiffness.
Kneading mode:	<ul style="list-style-type: none">• With the massager on, press the 'Power' button 4 times.• Mimics the motion of a deep tissue massage, helping to relax tight muscles.
Soothing mode:	<ul style="list-style-type: none">• With the massager on, press the 'Power' button 5 times.• Delivers gentle pulses for a calming and relaxing massage experience.
Automatic mode:	<ul style="list-style-type: none">• With the massager on, press the 'Power' button 6 times.• Cycles through all massage modes in sequence.

Troubleshooting

If you encounter problems when using this product, refer to the following tips and possible solutions. If the problem continues, cease use and contact **help.Kogan.com** for support.

Problem	Possible Cause	Solution
Unable to start	The battery low?	Use the USB power cord to charge.
	The charging cable is not connected properly.	Check whether the USB power cord plug is properly connected and charge the massager for 3-5 hours.
No response or feeling	Is the stainless-steel massage head of the massager close to the skin?	Ensure the stainless-steel massage head directly touches the skin.
	Is there any hair, clothing, accessories, etc. on the stainless-steel massage head in contact with the skin?	Remove or separate items.
Tingling	Skin is too dry.	Wipe the neck with a damp towel, then press the stainless-steel massage head close to the skin and adjust the appropriate intensity and pattern.
	The massage time may be too long?	Recommended time is 15 minutes.
	Is the massage intensity too strong?	Adjust the intensity appropriately.
	Cold weather and dry skin?	Wipe the skin and the surface of the stainless-steel massage head with a wet towel.
Very weak stimulation	Contact with the neck is not close enough to the stainless-steel massage head?	Apply closer to the skin and adjust the appropriate intensity and pattern.
	There may be dirt or oil on the stainless-steel massage head?	Clean the surface of the stainless-steel massage head.
	The battery may be low.	Use the USB charging cable to charge the massager.

FAQ

Q: Why doesn't the machine respond after turning on?

A: The machine has a child lock protection function. Ensure it is fully charged (3-5 hours) before use.

- When the mode is switched on, press the '+' button again to activate the massage. Otherwise, the machine will automatically shut down within 30 seconds.
- If the machine is not in contact with the skin or leaves the working state while operating, it will automatically shut down after 30 seconds. (Note: Keep out of reach of children to prevent misuse.)

Q: How long can I use the massager at a time?

A: Low-frequency pulse therapy provides a pure physical massage without side effects or fatigue.

- 15 minutes is recommended for daily health care.
- 30 minutes is suggested to relieve pain.
- For abnormal pain, 30 minutes per session is recommended with a 1-hour interval before increasing intensity. Note: The machine's default working time is 15 minutes per session, after which it will automatically shut down.

Q: Why is there tingling or no sensation in the neck when using the electric pulse function?

A: Tingling or lack of sensation may be due to dry skin or improper attachment of the massager to the neck.

- Use a wet towel to dampen the neck before applying the massager to ensure proper contact.
- Gradually increase the intensity from weak to strong.
- If discomfort persists, try other functions. (The electric pulse simulates traditional Chinese acupuncture and is not a safety issue.)

Q: Why does my neck appear red after use?

A: The pulse massager stimulates acupoints to improve blood circulation. Some users may experience mild skin congestion.

- Use a warm, wet towel to heat the neck for 1 minute before use.
- Any redness should dissipate within 30 minutes after use.

Q: How long does it take to fully charge the massager?

A: The massager has a built-in lithium polymer battery, and a full charge requires approximately 3-5 hours.

Q: Why does the massage feel weak?

A: The massager is designed to relax neck and shoulder muscles with moderate strength to suit various users. The massage intensity is deliberately kept within a safe range to ensure comfort and usability for all age groups.

Q: Why do I feel dizzy after using the vibration massage function?

A: Start with a weak intensity and gradually increase it to allow the neck to adjust. Dizziness may occur if the intensity is too high initially. If discomfort persists, switch to a different mode.

Need more information?

We hope that this user guide has given you the assistance needed for a simple set-up.

For the most up-to-date guide for your product, as well as any additional assistance you may require, head online to **help.Kogan.com**.

