



# Shenzhen Shiwei Technology N1 Smart Neck Massager with Remote Control User Manual

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# SHENZHEN

## Shiwei Technology N1 Smart Neck Massager with Remote Control User Manual

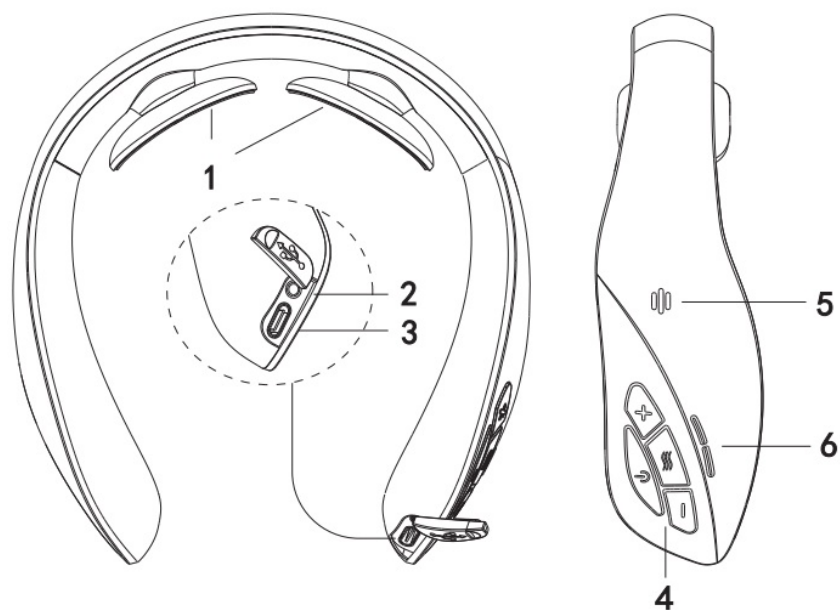
Please read this manual carefully before using it.

Thank you for using our Smart Neck Massager. Please read this manual carefully before use in order to use the product correctly and take full advantage of its excellent performance. We believe it will bring convenience and comfort to your life. Please keep this manual for your future reference.

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## Product diagram

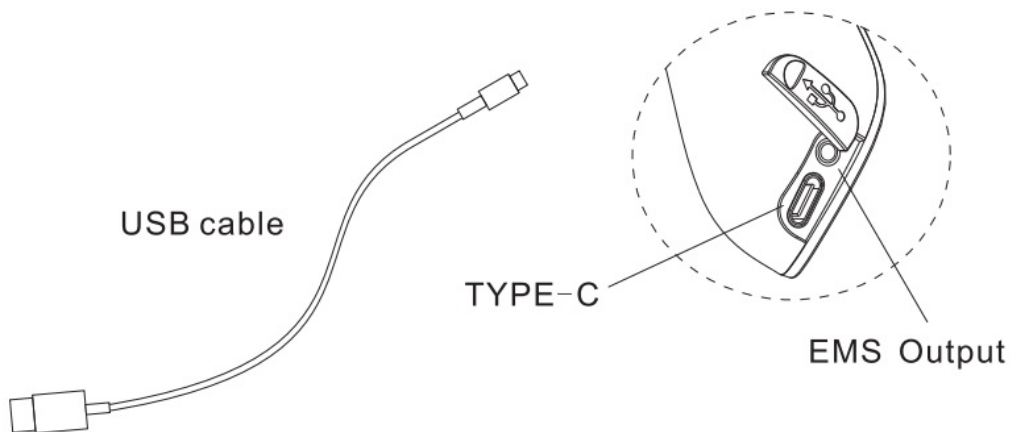


1. Electrode
2. EMS output
3. The charging interface
4. The key area
5. Buzzer
6. Indicator light

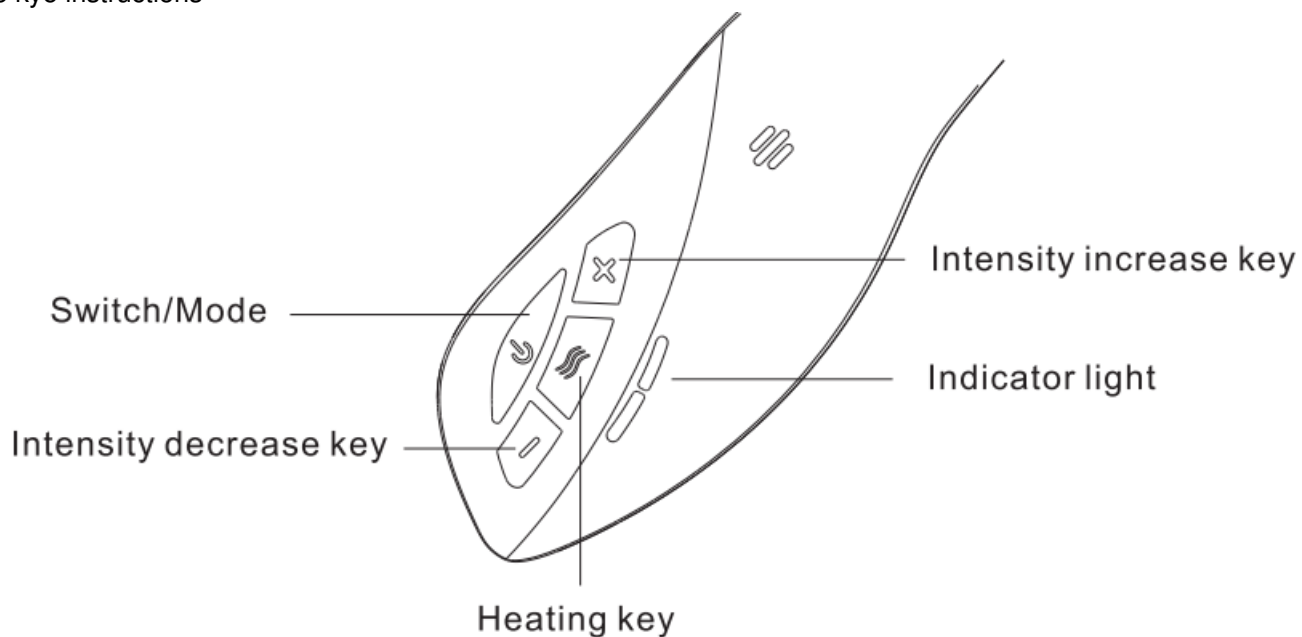
## Specification

The material	ABS/Silicone	Power	The lithium Battery
Color	White Pink	Capacity	1000 mAh
Control	Rf433 wireless	Charging	TYPE-C USB
Massage principle	TENS	EMS output	1
Massage time	15minute per time	Rated power	>2W
Massage mode	4	Charging Voltage	DC5V / 1A
Massage Gear	16	Net weight	115g
Heating	40 —42°C	Product size	144'135'45 mm
Heat the gear	1	Packing size	175'165'56mm

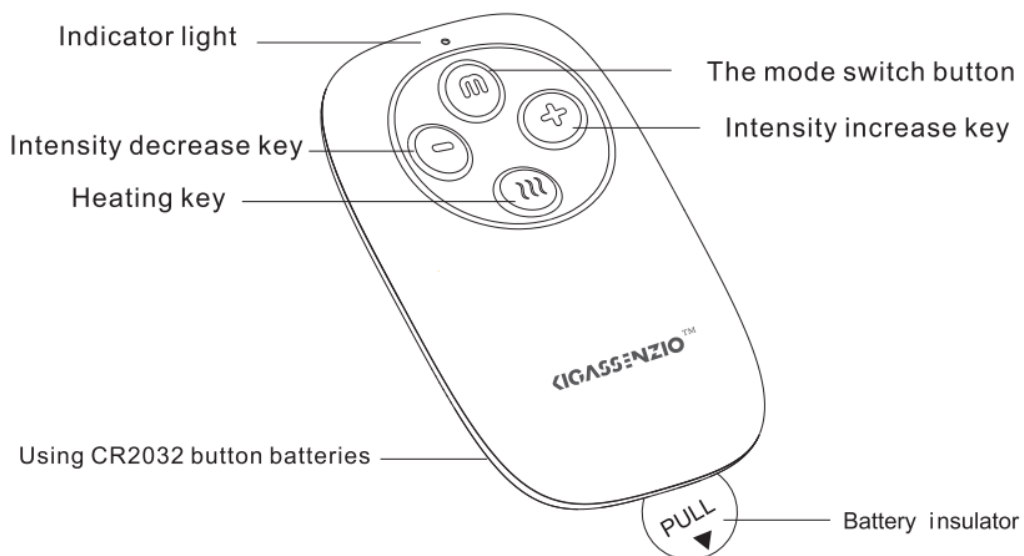
## Charging and external interface massage



#### The kye instructions



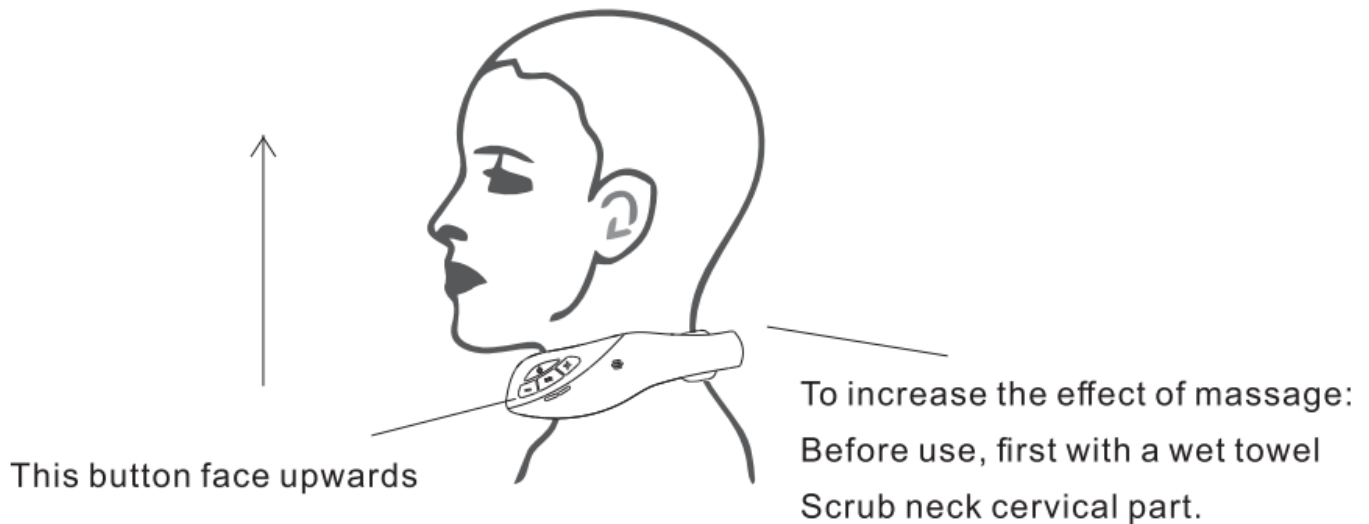
#### The remote control instructions



Please pull out before using the remote control

Only the massager is in a working state, the remote control to control the massager.

## Wearing method



## Operation method

1. Long press the host machine "⏻" button for two seconds, the host machine switch (with voice prompt: welcome to use), enter Auto mode, and the default gear (level 0), Blue light is normally on. When the machine is on, long-press the host machine "⏻" button, accompanied by a voice prompt: "Thanks for using", the product is off.
2. Press the host machine "⏻" button every time the machine is on, and the mode is switched to one gear. The four modes can be switched in a loop (the voice prompt corresponds to "Auto" and "Manipulation" and "Tap" and "Acupuncture" respectively). Each mode is switched to the default level 2.
3. "+" is intensity increase key, press it every time, the voice will carry on the corresponding gear prompt, such as "Level 1", "Level 2"... , the strength increases one level, and the strength is divided into 16 levels (0, 1, 2...16). Press "+" level again when the strength is 16, then voice prompt: "maximum", the strength remains unchanged, maintaining the level 16.
4. "-" is intensity decrease key, press it every time, the voice will carry on the corresponding gear prompt, such as "Level 16", "Level 15"... , the strength decreases one level, and the strength is divided into 16 levels (16, 15, 14...0). Press "-" level again when the strength is 1, then voice prompt: "minimum", the strength remains unchanged, maintain the level 0.
5. "SSS" is heating key, press heating key, voice prompt: "Heating on", open the host machine's heating function, the product's two-electrode slices will heat, and the temperature will stabilize between 37-43 ° C; Press "SS"; " it again, voice prompt: "Heating off", stop the host machine's heating function.
6. When the machine is on, long-press the host machine "+" button, accompanied by a voice prompt: "Voice off", stop the voice prompt function. Long press the host machine "+" button again, accompanied by a voice prompt: "Voice on", open the voice prompt function.
7. Set the host machine's timer for 15 min. When the host machine starts, it will be shut down automatically after running for 15 min. At the same time, voice prompt: "thanks for using".
8. When the host machine is on, if the product is not installed normally, it will be shut down automatically in 30 seconds, with a voice prompt: "thanks for using". When the host machine is on, and the product fails to work under heating or low frequency, the product will be shut down automatically in 30 seconds, with a voice prompt: "thanks for using".

9. When the power is low, the host machine will be shut down automatically. At the same time, voice prompt: "thanks for using".
10. When the host machine is short of power, accompanied by a voice prompt: "Low power, please charge". You can plug one end of the USB cable into the host machine and the other end into the phone charger with the "TYPE-C" head (the output is 5V = 1A) and voice prompt: "start charging". The red light flashes while charging. It takes about 4 hours to fully charge. It is fully charged for use for about 3 to 4 hours. After fully charged, the red light will be turned off.

## Recycle indicative instructions

In order to protect the environment, when the product or its parts are discarded, as a consumer you have the responsibility to separate them from the domestic waste and send them to a qualified recycling site, by which the product or its parts are disassembled and recycled in accordance with relevant national regulations.

Name and content of hazardous substances in products

Part	Hazardous substances					
name	Pb	Hg	Cd	Cr (VI)	PBB	PBDE
Hardware	•	•	•	•	•	•
Plastic parts	•	•	•	•	•	•
PCB board	X	•	•	•	•	•

Indicates that the content of the hazardous substance in the homogeneous material of the component is below the limit requirement specified in GB/T 26572.

X: Indicates that the content of the hazardous substance in at least one homogeneous material of the component exceeds the limit requirement specified in GB/T 26572.

## Green life

This product has a "green life" of 10 years according to the product design by the company. The term "green life" is valid only when the product is used under normal conditions as described in the operating instructions of this product.

## Note:

1. All other components and their homogeneous materials, which are not listed in the above table, do not contain harmful substances.
2. All the harmful substances of components and their homogeneous materials listed in the above table is in line with China RoHS restrictions on the use of hazardous substances strict requirements. Please be assured to use.

## Precautions

### Danger

Please never use the product with the following medical electronic devices:

1. Heart pacemakers and other implantable medical electronic devices;
2. Artificial heart and lungs and other life-supporting medical electronic devices;

3. Electrocardiographs and other medical electronic devices; These medical electronic devices may cause malfunctions and can be life-threatening.

## **Warning**

1. If the patient applies a high-frequency surgical device and the product on the body at the same time, the electrode of the product may cause burns and damage to the product.
2. If the product is used near (1 M) a short-wave or microwave therapy device, the output of the product may be unstable.
3. The electrode should prevent contact with wounds and scars during treatment.
4. When you use the product, don't place the electrode near the chest heart, otherwise, the risk of heart fibrillation will increase.
5. The product is recommended for use by one user. When it's used by different users, clean the electrode on the product before using it.
6. When you use the product, stick the electrode tightly and evenly to the skin.
7. The electrode of this product has a heat-generating function. When the hot compress function is applied on the same part for a long time (more than 15 minutes), it may cause low-temperature burns.
8. If you feel unwell during or after use, stop using it and seek medical attention.
9. This product contains a lithium battery. Don't disassemble, modify, flood the product, or throw it into the fire, otherwise, it may result in product damage and explosion.
10. In the following cases, consult your doctor before use, otherwise, it may cause accidents or cause physical discomfort.
  - 10.1. Patients under medical treatment feel discomfort.
  - 10.2. Patients with abnormal heart and brain nerves.
  - 10.3. Patients whose body temperature exceeds 38 degrees (fever period).
  - 10.4. Patients with infectious diseases.
  - 10.5. Patients with skin perceptual disorders or skin abnormalities.
  - 10.6. Patients under medication.
  - 10.7. Patients with abnormal blood pressure.
  - 10.8. Patients who are not free to express their wishes.
  - 10.9. Patients with sensory impairment due to high peripheral circulatory disorders such as diabetes.
  - 10.10. Patients with skin allergies to stainless steel electrodes.
11. Usage under the following conditions is prohibited:
  - 11.1. Malignant tumor patients
  - 11.2. Patients with bleeding tendency
  - 11.3. Pregnant women, lying-in women
  - 11.4. Acute suppurative inflammation patients
  - 11.5. Heart pacemaker users
  - 11.6. Patients with a metal implant
  - 11.7. Near the heart
12. Don't apply it near the heart, above the neck, head, mouth, genitals, or skin disorders, and don't treat the soles of the feet simultaneously. In addition, don't compress the internal organs when using. Otherwise, an accident or physical discomfort may occur.

13. Don't use with other medical devices or more than 2 products. Otherwise, nausea or physical discomfort may occur.
14. Don't use it for purposes other than the ones described in the instruction manual. Otherwise, an accident or malfunction may occur.
15. Don't use the electrode with a chipped or damaged surface. Otherwise, accidents or malfunctions may occur.
16. Don't disassemble, repair or modify this product without authorization. Otherwise, malfunction or electric shock may occur. '

## **Note**

1. .If you feel unwell due to an abnormality in this product, stop using it immediately.
2. If your body or skin feels strange, consult your doctor and follow the doctor's advice.
3. If you want to move the pad or place it other on another person during a massage, be sure to turn off the power before moving it. Otherwise, you may receive a strong electric shock.
4. Don't treat while having electronic devices. Otherwise, the electronic device may malfunction (for example, the electronic watch disorder).
5. If an abnormal operation occurs, immediately switch off the power supply and remove it. Otherwise, high temperatures or short circuits may occur and lead to an accident. At the same time contact customer service for after-sales advice.
6. Don't plug or unplug the USB charging cable with wet hands. Doing so may result in electric shock or accident.
7. Don't use it for children or people who have no expressiveness, otherwise, it may cause an accident or cause discomfort.
8. Don't use it in a place with high humidity, such as a bathroom, or use it while bathing. Otherwise, you may receive a strong electric shock and damage to the product.
9. Don't use it when you are sleeping. Otherwise, it may cause the main body to malfunction. In addition, the pad may move to other parts and cause discomfort.
10. Don't use it while driving a car, otherwise, it may cause physical discomfort due to excessive stimulation, resulting in an accident.
11. Don't stick the electrode to the affected area for a long time, otherwise, it may cause skin inflammation.
12. When massaging, don't use the metal parts of belts, necklaces, etc., to touch the electrode, otherwise, you may receive a strong electric shock.
13. Don't apply the product on the same place for a long time (more than 30 minutes), otherwise, it may cause muscle fatigue at the massage site to cause physical discomfort.
14. Please wear this product correctly and use it on the cervical spine. Wear it symmetrically. Otherwise, accidents or physical discomfort may occur.
15. When unplugging the USB charging cable from the body, do not pull on the cable, but rather, pull the cable plug and pull it out. Otherwise, it may result in electric shock or damage to the product.
16. The product electrode has a surface heating function for users who are not sensitive to heat or subject to heat alleges.

## **Tips**

1. The product will be automatically turned off after 15 minutes of operation. It is recommended to use it no more than twice per day.

2. The product should be stored in a dry and ventilated place after use.
3. Do not place other weights on the product.
4. Don't pull on the rubber plug at the USB charging port, as it may cause rupture and fall off.

### **Routine maintenance**

1. When cleaning and maintaining this product, please turn off the host, use a wet paper towel to clean the electrode. When it is particularly dirty, use a little medical alcohol (alcohol concentration 75%) to wipe and disinfect.
2. Please wipe with neutral detergent and soft cloth during daily maintenance, do not use corrosive detergent, and don't place it into the water for soaking or washing.
3. During the cleaning process, water or other liquids should be prevented from entering the body to avoid short circuits and electric shock during use.

### **Troubleshooting**

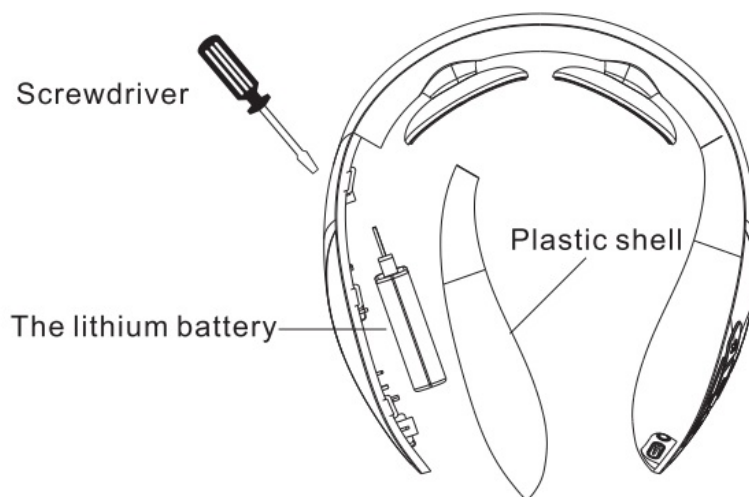
1. If you have problems using the product, please refer to the following tips and solutions.
2. If the product is still in a fault condition or cannot be used, turn off the power.
3. Users should not disassemble or repair the product by themselves. Dismantling or repairing by themselves will cause damage to the product and cause the invalidity of the warranty. The company will not be responsible for any consequences caused thereby.



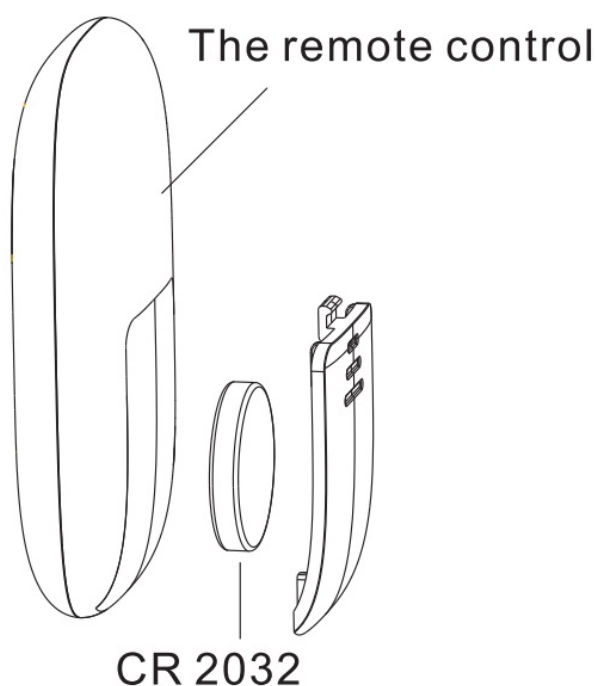
Problems	Possible cause/treatment
Failure to start	The internal rechargeable battery is running low.
Failure to charge or no charge light	Please check if the USB cable and host and phone power adapter are connected.
Normal display but no stimulation	<p>* Does the pad contact the skin directly? Adjust the position so that it is close to the skin.</p> <p>* Is there hair or clothing, jewelry, etc. between the pads and the skin? Move away or remove items.</p> <p>* Is the intensity level at 0? Increase the massage intensity.</p>
Tingling sensation	<p>* Is the massager's electrode and neck skin closely contacted? Adjust the position so that it's stuck to the skin. * Is the massage time too long? It is recommended to a massage for 15 minutes at a time, twice a day.</p> <p>* Is the massage intensity too high? Adjust to a low level.</p> <p>* Is the skin allergic to the electrode? Those with severe allergies need to be desensitized first.</p> <p>* Is the climate cold and the skin dry? Use a wet towel to moisten the skin and use it. * Does the skin have a wound? Do not put the electrodes on the wound for massage.</p>
Weak simulation	<p>* Is the massager's electrode and neck skin closely contacted? Adjust the position so that it's stuck to the skin and adjust intensity.</p> <p>* Is the electrode dirty or oily? Clean the electrode surface.</p> <p>* Is the battery running low? Please charge if the battery is low.</p> <p>* Is the massage intensity level too low? Increase massage intensity.</p>

### Lithium battery removal method

1. Lithium-ion batteries used in this product are recyclable and valuable resources. Please remove the lithium-ion battery and hand it over to the professional body which can carry out rechargeable battery recycling when the battery is not used up.
2. The way to remove the battery is shown in the following figure:
  - (1) Shut down the machine;
  - (2) use a screwdriver to open the plastic shell;
  - (3) Cut the cable and remove the lithium battery.



### The use of remote control button battery



1. Remote control the use of the “CR2032” type of button battery.
2. When pressing the button, the light is not bright, the battery is not enough, Please replace the new battery.
3. Please do not use batteries other than “CR2032”.
4. The battery was positive towards the outside.
5. After use, please reasonable waste batteries, according to the Urban environmental protection regulations.

### User warrant certificate

To provide better service to you, please complete the following information:

Product name:.....

Model:.....

Purchase date:.....

Warranty period:.....

Invoice number:.....

Inspection Result:.....

Inspector No.....

DATE:.....

## FCC Statement

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 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 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.

**Caution:** Any changes or modifications to this device not explicitly approved by the manufacturer could void your authority to operate this equipment. 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.

## RF Exposure Information

The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure conditions without restriction.

## Documents / Resources

	<a href="#">Shenzhen Shiwei Technology N1 Smart Neck Massager with Remote Control</a> [pdf] User Manual N1, 2A5GE-N1, 2A5GEN1, N1 Smart Neck Massager with Remote Control, Smart Neck Massager with Remote Control
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