

# Neck massager

en Instructions for use

## For your safety

This product is equipped with safety features. Nevertheless, read the safety warnings carefully and only use the product as described in these instructions to avoid accidental injury or damage.

Keep these instructions for future reference. If you give this product to another person, remember to also include these instructions.

### Intended use

- The neck massager is designed for self-massage and can increase your sense of well-being.
- The neck massager is designed for private use. It is not suitable for use in hospitals, massage practices, wellness studios, etc. The neck massager is not a medical device and is not intended for the treatment of pain.
- If in doubt, consult your doctor before use.
- The product is exclusively intended for ...
  - ... external use on the body.
  - ... the purpose for which it has been designed and is to be used as outlined in these instructions. Improper use of the product can result in danger to the user!

### Danger to children and people with limited ability to operate devices

- This device can be used by children aged 8 and over and by people with reduced physical, sensory or mental capabilities or a lack of experience and/or knowledge, provided they are supervised or have been trained in how to use the device safely and understand the potential dangers. Children must not be allowed to play with the device. Children must not be allowed to clean the device unless they are over 8 years of age and supervised while doing so. This device is maintenance-free.
- Keep all packaging materials out of the reach of children. They pose several risks, including the risk of suffocation!

### Do not use the product ...

- ... if you have a herniated disc in the neck area.
- ... if you suffer from abnormalities in your spine.
- ... during pregnancy.
- ... if you are under the influence of medication or alcohol. This can lead to impaired sensation and awareness.
- ... if the skin is swollen, inflamed, injured, lacerated, or affected by varicose veins, acne, couperose, herpes or other skin infections.
- ... on or around the eyes, on your throat, on bones or joints, in the area of your genitals, kidneys or any other sensitive parts of your body.
- ... while sleeping.
- ... if you have a pacemaker or another electronic implant.
- ... if you have an acute illness or an infectious disease.
- ... if you suffer from venous thrombosis or if you have a tumour.
- ... if you have abnormal blood pressure or are suffering from a high fever.
- ... if you have recently had surgery.
- ... on animals.
- ... if the device is visibly damaged.
- Do not use the product half an hour before or after eating.
- **If you do not know or are unsure whether the product is suitable for you, or if you have questions about the duration of use, consult your doctor.**

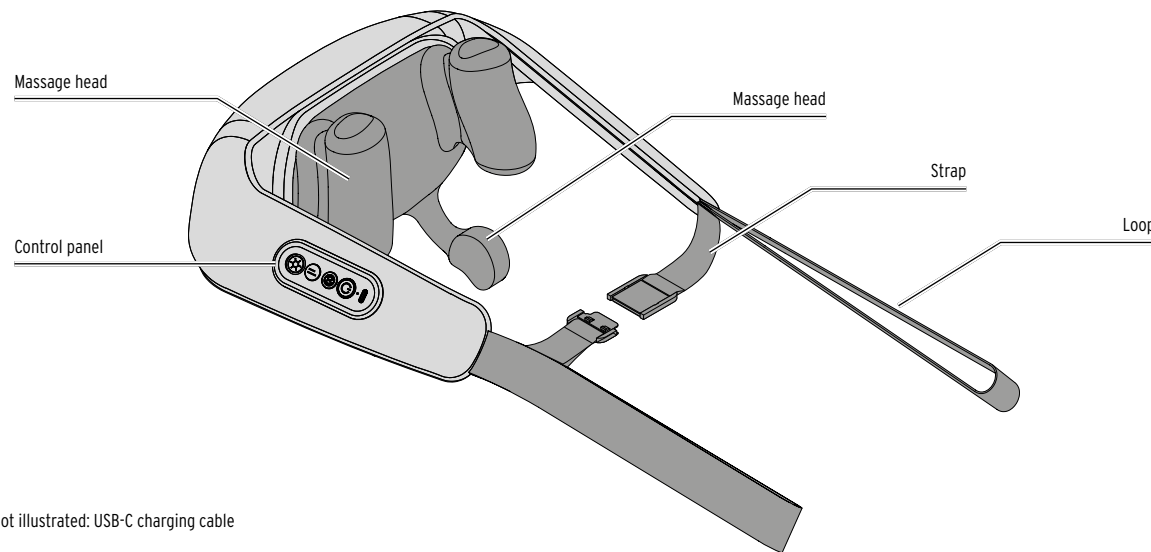
### Danger due to electricity

- The product must only be charged in dry, indoor rooms. To charge the device, use a suitable USB mains adapter (see "Technical specifications", not included) and only the USB-C charging cable provided.
- Do not use or charge the product near water. The product must not come into contact with water or other liquids while it is connected to the power supply. Do not immerse the product in water or other liquids, as this poses a risk of electric shock.
- Disconnect the mains adapter from the power socket if malfunctions occur while charging, once the device is fully charged, during thunderstorms, and before cleaning the device.
- The USB-C charging cable must not be kinked or crushed. Keep the USB-C charging cable away from hot surfaces and sharp edges.
- Do not use the device if the device itself or the USB-C charging cable is visibly damaged, or if the device has been dropped.
- Do not insert any pointed or sharp objects, such as safety pins or other similar objects, into the product.
- Do not make any modifications to the product. Have any repairs to the device carried out only by a specialist workshop.
- The product has a zip that must not be opened, as this would expose the motor and pose a risk of electric shock.

### Warning – risk of fire/explosion

- The device contains a firmly built-in lithium-ion rechargeable battery. Do not throw the device into a fire. Risk of explosion!
- Do not modify and/or deform/heat/dismantle rechargeable batteries. Do not immerse them in water either.
- Do not charge the product in the vicinity of explosive gases.

## At a glance (contents)



Not illustrated: USB-C charging cable

- **Warning!** Rechargeable lithium batteries can explode ...
  - .... if they are exposed to extreme heat, such as sunlight, fire, etc., or extremely low air pressure during use, storage or transport. Only use the product in moderate climatic conditions.
  - .... if they are taken apart, thrown into a fire or short-circuited.
- The rechargeable battery is firmly built into the product and cannot and must not be replaced or removed by the user. There is a risk of explosion if the rechargeable battery is replaced incorrectly. It should be replaced only with an identical battery or one of the same type. If the rechargeable battery is faulty, please contact a specialist workshop.
- The product becomes warm while charging. Do not cover the product.

### Risk of injury

- Do not use the product for longer than 15 minutes. Continuing the massage for longer could overstimulate the muscles. Instead of relaxing the muscles, this may lead to muscle tension.
- If you begin to experience pain or notice a skin reaction while using the massager, stop the massage immediately and do not continue to use the product.

### Danger of burns

- The product has heated surfaces. It must not be used by persons who are unable to properly sense heat or cold.

### Material damage

- Do not use the product under a blanket. The product can overheat during use.
- If the overheating protection is activated, the device switches off automatically. Allow the device to cool down to room temperature. You can then use the device as usual, unless it emits a noticeable odour. In this case, contact a specialist workshop.
- After 15 minutes of use, allow the product to cool down to room temperature.
- Protect the product from impacts, falls and dust.
- Do not sit on the product! Do not place any heavy objects on top of it. This will damage the product.
- Do not use caustic or abrasive agents or hard brushes, etc. for cleaning.

## Charging the rechargeable battery

The built-in rechargeable battery comes in a half-charged state. This is to prevent it from becoming damaged. Charge the battery fully before using the product for the first time.

You will need a USB mains adapter (not included); see "Technical specifications".

1. Insert the plug of the supplied USB-C charging cable into the connection port on the neck massager.
  2. Connect the USB-C charging cable to a suitable USB mains adapter and plug this into a mains socket. The indicator light will begin to flash.
  3. The rechargeable battery is fully charged when the indicator light stays on continuously. Unplug the mains adapter from the mains socket and disconnect the USB-C charging cable from the port on the neck massager.
- If charging does not work, unplug the mains adapter from the mains socket and disconnect the USB-C charging cable for a few seconds before connecting them again.
- If the battery is flat, the charging time is approx. 3.5 hours. If the battery is fully charged and the device is set to the highest speed settings, the operating time is approx. 90 minutes.

- To preserve the rechargeable battery's full capacity for as long as possible, you should fully recharge the battery every 3 months, even if you do not use the product. The battery will best hold its charge at normal room temperature. The lower the temperature, the shorter the battery life.
- The device cannot be used while the battery is charging. If the device is connected to a mains socket via the USB-C charging cable and mains adapter while in use, it will stop.

## Using the device


You can choose between **3 message modes**:

- Continuous massage
- Combination of short and long massage pulses
- Long massage pulses

You can also choose between


- 2 speed settings** (fast > slow > fast etc.), and
- 2 temperature settings** (intense heat > mild heat > no heat > intense heat etc.).

- Switch on the neck massager and select your desired settings before placing it on your neck or other parts of the body.


1. Press  to switch on the device.

The device starts the massage and the indicator light comes on.

▷ Press ...


-  to select the desired message mode.

-  to select the speed.

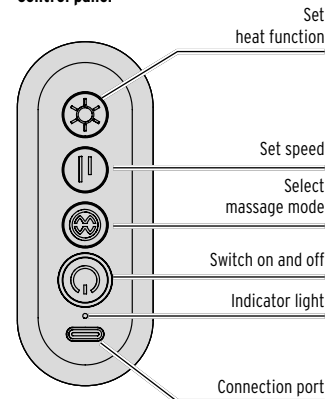
-  to select the heat function.

The red lights on the inside of the device illuminate when the heat function is activated: mild heat = normal light, intense heat = bright light.

2. Open the strap by pressing the buckle as shown and pulling it apart.
3. Place the neck massager around your neck.
4. Put your hands through the loops.
5. If necessary, secure the device in place by fastening the strap.
6. Sit in a relaxed position.

- The neck massager switches off automatically after 10 minutes. To avoid overstimulation of the muscles and to ensure a long service life of the product, do not use the device for longer than 15 minutes.
  - After the device is switched off and on again, it is always set to continuous massage at high speed without heat.
7. Press  to switch off the device.

## Control panel



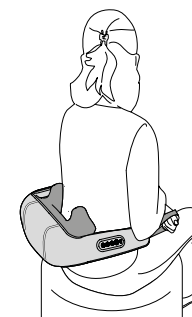
## Massage zones - recommendations

### Neck



1. Place the massager around your neck.
2. Put your arms through the loops as shown. Apply gentle pressure with your arms so that the device sits correctly and feels comfortable. Lean back slightly if required.
- ▷ Secure the device in place with the strap if necessary.
3. Sit in a relaxed position.

### Back



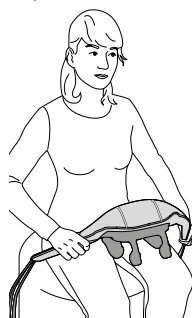
1. Place the massager on your back.
2. Secure the device in place with the strap.
3. If required, put your arms through the loops so that the device sits correctly on your back and the pressure feels comfortable.
4. Sit in a relaxed position.

### Abdomen



1. Place the massager on your abdomen as shown.
2. Secure the device in place with the strap.
3. If required, hold the device at the sides so that it sits correctly on your abdomen and the pressure feels comfortable.
4. Sit in a relaxed position.

### Thighs



1. Place the massager on your thigh.
2. Hold the device at the sides so that the pressure feels comfortable.
3. Sit in a relaxed position.
4. If desired, gently move the massager over your thigh. Then switch to the other leg.


## Cleaning

- ▷ Wipe the product with a slightly damp, lint-free cloth as required.

## Problems / solutions

- The product will not switch on.
  - ▷ Charge the battery.
- The product massages only very slowly.
  - ▷ Select a higher speed.
- The product does not heat up.
  - ▷ Switch on the heat function.
- The product does not heat up even though the heat function is switched on.
  - ▷ Charge the battery.


## Technical specifications

Model:	718 293
Rechargeable battery:	lithium-ion 7.4 V DC 2000 mAh, Watt-hour rating: 14.8 Wh (tested as per UN 38.3) (non-replaceable)
Charging time:	approx. 3.5 hours
Max. operating time:	approx. 90 minutes (when fully charged and at the highest speed)
Protection class:	III 
Power consumption in off mode:	≤ 0.3 W
Mains adapter (not included):	Input: AC 100-240 V 50/60 Hz Output: DC 5 V 1.0 A
Outer material:	polyester
Ambient temperature:	+10 to +40 °C
Manufactured by:	Commmax BV, Wiebachstraat 37, 6466 NG Kerkrade, The Netherlands tchibo@lenco.com
<b>Information about the rechargeable battery:</b>	
Manufacturer:	Wenzhou Saiwei New Energy Technology Co., LTD, 2F, Building 2, No. 30-70, Xingquian Road, Electromechanical Pioneer Park, Wanquan Town, Pingyang County, Wenzhou City, Zhejiang Province, PR China kaeru101@outlook.com
Email:	
Model:	18650-2000 mAh 21MR19/66
Manufacturing date:	2025/10
Made in:	China

## Disposal

The product, its packaging and the built-in rechargeable battery have been manufactured from valuable materials that can be recycled. Recycling reduces the amount of refuse and preserves the environment.

Dispose of the **packaging** at a recycling point that sorts materials by type. Make use of the local facilities provided for collecting paper, cardboard and lightweight packaging.

 **Devices, single-use batteries and rechargeable batteries** marked with this symbol must not be disposed of along with household waste! You are legally obliged to dispose of old devices separately from household waste. Electronic devices contain hazardous substances and, if stored or disposed of improperly, may cause harm to health and the environment. Information about collection points where old devices can be disposed of free of charge is available from your local authorities. Flat single-use and rechargeable batteries must be handed in at a local authority collection point or returned to a battery retailer. Tape off the contacts of lithium single-use/rechargeable batteries prior to disposal.

**Warning!** This device contains a rechargeable battery that, for safety reasons, is firmly built into the device and cannot be removed without destroying the casing. Improper disassembly leads to safety hazards. For this reason, take the device intact to a collection point where the device and battery will be disposed of properly.

## Product number: 718 297

Manufactured by:  
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6466 NG Kerkrade, The Netherlands  
tchibo@lenco.com