

Safety precautions

1. In order to better experience this product, please wipe the electrodes with a wet towel before use.
2. This product is not waterproof, please do not use it when water enters.
3. Do not move the massager during use. When changing the massage area, please suspend the pulse function first, otherwise there will be a strong stimulus.
4. Please do not give it to children or people without expression consciousness.
5. If you feel uncomfortable during use of this product, please stop using it immediately and consult a doctor.
6. If you do not use this product for a long time, please charge the product once a month.
7. During use this product, please do not make the metal part of the belt, key and other objects touch the electrode, or you may get a strong electric shock.
8. Please do not use it in the same area for more than 30 minutes, otherwise it may cause muscle fatigue and physical discomfort.
9. The electrode of this product has heating function. For users who are not sensitive to heat or are allergic to heat, please consult a doctor before using.
10. Patients with skin sensory malfunction are not allowed to use it.
11. Do not use this product in high temperature, flammable, electromagnetic radiation, damp places.
12. Do not use with other medical electronic instruments, such as pacemaker, artificial heart lung, electrocardiograph and other medical electronic instruments.
13. If the user uses the high-frequency surgical equipment and this massager at the same time, burns may be caused in the electrode position of the massager or the massager may be damaged. If the product is used near a short wave or microwave treatment device (1 m), the output of the product may be unstable.
14. It is forbidden to disassemble, repair and modify the massager without permission, which may cause malfunction or electric shock.
15. Our product is a personal health care product which can not replace medicines and medical equipment.
16. This product is a household electronic health care product, not suitable for diagnosis, treatment and other commercial purposes.

Transportation and storage

Ambient temperature range: -20℃~+ 55℃
Relative humidity range: ≤93%
Atmospheric pressure range: 50kPa~106kPa

Using faults and solutions

Fault phenomenon	Possible reasons	Solutions
Unable to turn on	Low battery	Please charge the product
Unable to charge or no charging display	The USB charging cable is not connected properly.	Please connect the cable properly
	The USB charging cable is not dedicated	Please use special charging cable
Remote control doesn't work	The battery of remote control is low	Please replace the battery
Normal display but no feeling	The electrodes of the massager did not directly touch the neck skin.	Please make the electrodes touch the neck skin directly
	If there's foreign objects on the skin	Remove foreign objects
Tingling sensation	The electrodes of massager did not fit closely to the neck skin	Please adjust the strap and make the electrodes fit closely to the skin
	The working time is too long	Proper time is 15 minutes
	The intensity it too strong	Reduce the intensity appropriately
	The skin is allergic to the electrodes	Please stop using it
Weak stimulation	The climate is dry	Make the skin moist
	The electrodes of massager did not fit closely to the waist skin	Fit closely to the skin
	The electrodes are dirty	Clean the electrodes
	Pulse intensity level is low	Adjust the intensity level

About HEZHENG/HZC

HEZHENG/HZC has been committed to the development of portable massagers for 13 years. In the past 13 years, we have developed a portable massager for every part of the body from head to toe. There are many massagers developed for the cervical spine, most of which are EMS. The advantage of EMS lies in its portability and good massage comfort. The disadvantage is that some sensitive people may not be suitable for the massage method and will feel the strong current impact. If you do not like this massage method, please feel free to contact us, we will give you a satisfactory solution as soon as possible.

HEAD MASSAGER



EYE MASSAGER



NECK MASSAGER



BACK & WAIST MASSAGER



FOOT MASSAGER



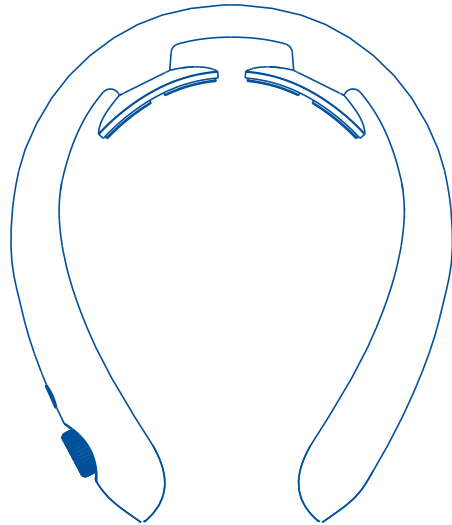
BODY MASSAGER



HEFEI HEZHENG MEDICAL TECHNOLOGY CO., LTD
SHENZHEN HEZHENG HEALTH INDUSTRY CO., LTD

Contact: warranty@hzccare.com
For more visit:
www.hezheng.co
www.hzccare.com
Factory direct sell. Available for OBM, ODM, OEM

HEZHENG



USER MANUAL

NECK MASSAGER

Thank you for choosing this HEZHENG product.
Before operating this unit, please read these instructions completely and save them for future use.

>> Before Using

1. Send "Amazon order number" to "warranty@hezheng.co" to active warranty and extended lifetime warranty.
2. Check package if the accessories are complete.
3. Remove metal products from the neck (such as necklaces).
4. Fill the spray bottle with water and spray it onto the metal massage head to keep the metal massage head moist.
5. Enjoy massage time.

>>Product Accessories



Product Specification

Product Name: Neck Massager
Rated Power: 5W
Product Size: 13.5x16.5x3cm 5.3x6.5x1.2in NW: 93 g± 5 g
Charging Method: USB-Type C, No Adapter in Package

Material: ABS+Silicone
Input: 5V ===

Normal working conditions

Relative humidity: ≤80%
Atmospheric pressure: 86kpa-106kpa
Environment temperature: +5℃ ~+ 40℃

Electrical properties

Pulse frequency: 2230Hz±10
Pulse width: 448μS
Automatic timing: 15minutes

Product Configuration



How to use

STEP 1:

Remove metal products from the neck (such as necklaces).

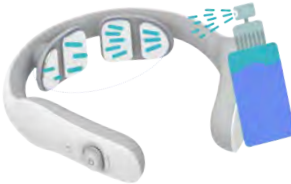
STEP 2:

Take out the spray bottle and fill it with water.



STEP 3:

Spray water on the electrode pads of the massager, making the pads moist.



STEP 4:

Wear the massager on your neck and make sure your skin is in good contact with the electrodes.

STEP 5:

Long press the ROTARY SWITCH BUTTON for 3 seconds to turn the massager on, Rotate the button to adjust the intensity you like. Short press HEATING BUTTON to enjoy hot compress.

Warm Tips:

1. Double press the ROTARY SWITCH BUTTON to turn ON/OFF voice.
2. The intensity can only be adjusted when the skin is in good contact with the electrode pads.



Warm Tips

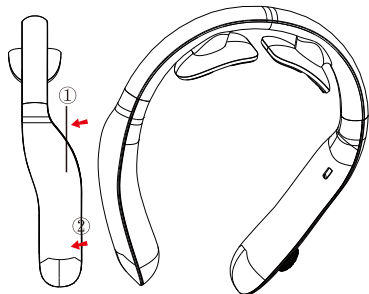
1. Please spray water on the electrode pads before using.
2. Please wear correctly and make sure your skin is in good contact with the electrode pads, otherwise the massage intensity will NOT be adjusted.
3. Don't forget to send your "order number" to "warranty@hezheng.co" to extend the warranty.

Charging

1. When the power is low, the blue indicator flashes. Please charge it in time.
2. This device can be charged by DC5V, 1A phone adapter and Laptop, etc.
3. The blue light of the power indicator flashes while charging. The blue light indicator stays on when full charged.
4. When not used for a long time, the service life of the battery will be shortened. It's recommended to charge the product at least once a month to ensure long battery life.

Battery Disassembly Drawing

Unauthorized disassembly and assembly of the machine will void the warranty. For environmental protection needs, lithium batteries should be removed when disposing of the machine. As shown below.



⚠ Attention

The following people should be used in accordance with the doctor's instructions:
Patients with menstrual period, sensitive skin, heart disease, abnormal bloodpressure, cerebrovascular disease, acute disease or other patients who are being treated by doctors should consult doctors before using this product.

⚠ Warning

The following people are not allowed to use:
Malignant tumor patients, patients with bleeding tendency, pregnant women, parturient women, patients with acute suppurative inflammation, cardiac pacemaker users, patients with metal implants.

Cleaning and Maintenance

- 1)When the machine is dirty, please use dry soft cloth or towel to wipe.
- 2)Please clean the electrodes after use, you can wipe it with a wet soft cloth or towel. When the conductive pad is especially dirty, please wipe or disinfect it with a little medical alcohol (alcohol concentration of 75%) with a soft cloth.

Storage

- 1)Please keep it out of the reach of children.
- 2)Please do not keep it in direct sunlight, high temperature and damp place.
- 3)Please keep it in a dry and ventilated place.

? FAQ

Q: For the electric pulse function, what's the reason for lumbar tingling?

A: The reason for the tingling is that the user's skin is dry and the massager is not fully fitted to the neck, the user is not adapted to the electrical pulse. It is recommended to adjust the strap properly in use, so that the massager can be fully fitted to the neck. The pulse intensity should be adjusted from weak to strong gradually. If you feel uncomfortable with pulse, please choose other massage functions.

Q: Why is it so hot when using the heating function?

A: When using the heating function, the temperature should be from low to high, so that the waist can adapt to the temperature gradually, so as to avoid skin discomfort caused by high temperature at the beginning.

Q: How long does it take to fully charge the battery? How long can it be used after fully charged?

A: Built-in environmentally-friendly lithium polymer battery, it takes about 1-2 hours to be fully charged. It can be used for 3~5 days after a full charge (twice a day and 15 minutes per time).