

Smart Neck Massager

User Manual



MODEL#4098/4353

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

Thank you for choosing 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. If any problems occur when using the product, please contact us. We will be glad to help you. Thank you!

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This product is a household product. Don't use it for commercial purposes.

As we continually improve our products, we shall reserve the right to make technical changes without prior notice.

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;
 4. Petrol stations, high dust workshops, gas and other inflammable and easy-explosive area are prohibition of use.

Warning

- If the patient applies 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.
- If the product is used near (1M) a short-wave or microwave therapy device, the output of the product may be unstable.
- The electrode should prevent contact with wounds and scars during treatment.
- When you use the product, don't place the electrode near the chest heart.
- 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.
- When you use the product, stick the electrode tightly and evenly to the skin.
- 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.
- If you feel unwell during or after use, stop using it and seek medical attention.
- This product contains a lithium battery. Don't disassemble, modify, flood the product, or throw it into fire, otherwise it may result in product damage and explosion.
- In the following cases, consult your doctor before use, otherwise it may cause accidents or cause physical discomfort.

1. Patients under medical treatment and feel discomfort.
 2. Patients with abnormal heart and brain nerves.
 3. Patients whose body temperature exceeds 38 degrees (fever period).
 4. Patients with infectious diseases.
 5. Patients with skin perceptual disorders or skin abnormalities.
 6. Patients under medication
 - 7, patients with abnormal blood pressure.
 8. Patients who are not free to express their wishes.
 9. Patients with sensory impairment due to high peripheral circulatory disorders such as diabetes.
 10. Patients with skin allergies to stainless steel electrodes.
- Usage under the following conditions is prohibited:
 1. Malignant tumor patients
 2. Patients with bleeding tendency
 3. Pregnant women, lying-in women
 4. Acute suppurative inflammation patients
 5. Heart pacemaker users
 6. Patients with metal implant
 7. Near the heart
 - 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.
 - Don't use with other medical devices or more than 2 products.
 - Don't use for purposes other than the ones described in the instruction manual.
 - Don't use the electrode with a chipped or damaged surface.
 - Don't disassemble, repair or modify this product without authorization.



Note


- If you feel unwell due to an abnormality in this product, stop using it immediately.
- If your body or skin feel strange, consult your doctor and follow the doctor's advice.
- If you want to move the pad or place it on other person during massage, be sure to turn off the power before moving it.


- Don't treat while having electronic devices.
- If abnormal operation occurs, immediately switch off the power supply and remove it.
- Don't plug or unplug the USB charging cable with wet hands.
- Don't use it for children or people who have no expressiveness.
- Don't use it in a place with high humidity, such as a bathroom, or use it while bathing.
- Don't use it when you are sleeping.
- Don't stick the electrode to the affected area for a long time.
- When massaging, don't use the metal parts of belts, necklaces, etc., to touch the electrode.
- Don't apply the product on the same place for long time (more than 30 minutes).
- Please wear this product correctly and use it on the cervical spine.
- 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.
- The product electrode has a surface heating function for users who are not sensitive to heat or subject to heat allergies.
- Please consult a doctor before use.
- When the product is working for a long time, the surface will be hot, which is normal.
- When the remote control battery is idle for a long time (more than 3 months), remove the battery.
- When the remote control battery is exhausted, replace it with a new battery of the same model as soon as possible. Battery model: CR2032.
- When replacing the remote control battery, do not install the pole reversibly.
- After the remote control battery is exhausted, dispose of it according to the relevant regulations in your place of residence.

Suggestion

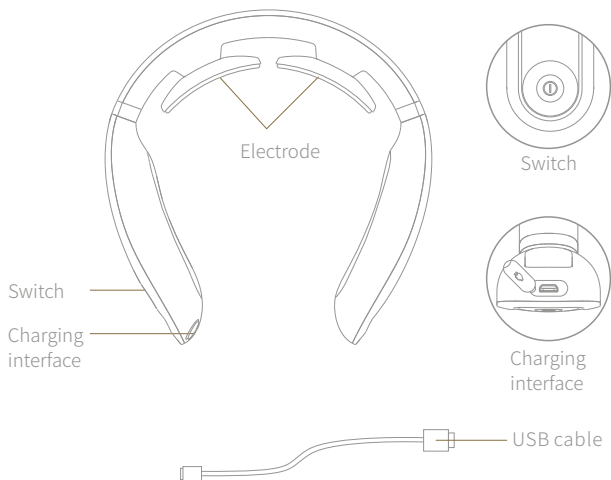
- Please make sure that the host button is working properly.
- When you use it for the first time, or if the battery loses power after the product has been left idle for a long time, please perform the charging operation according to the instruction manual to ensure that it can work normally.
- When disposing of this product, please dispose of it in accordance with the relevant environmental protection regulations of the city, otherwise it may cause environmental pollution.
- It is recommended for people aged 16 and above.
- Don't use or store this product in the following locations:
 - Places exposed to direct sunlight
 - Places subject to high temperature and humidity
 - Places with water
 - Dusty places
 - Places near the fireworks
 - Places susceptible to vibration shocks
 - Strong electromagnetic places

Technical parameters

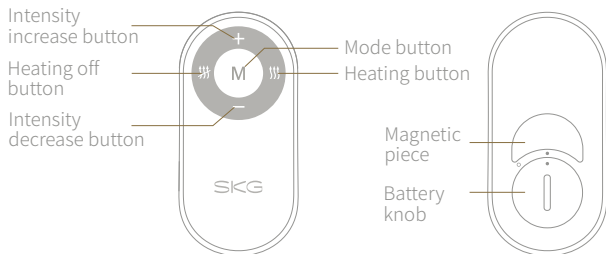
Model	4098	Rated voltage	5V 
Rated power	5W		
Standard	EN60335-1	EN60335-2-32	EN62233

Model	4353	Rated voltage	5V 
Rated power	5W		
Standard	EN60335-1	EN60335-2-32	EN62233

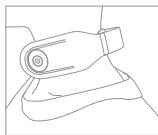
Product diagram





Remote control



Wearing method



Operation method

1. Before use, first wet the skin of the cervical spine with a wet towel, and then put the product around the neck, make the electrode close to the skin of the cervical spine, adjust the position of the product, turn on the host and adjust the appropriate massage intensity and mode.
2. Long press the host "  " button for two seconds, turn on the host (with the buzzer "beep" sound and prompt light), enter the default mode with the default level (0). Press the host button, add the intensity by one level with a "beep" sound. Until level 15, press the button and hear two "beep" sounds with no intensity change. Long press host "  " for two seconds when the machine is on, hear two "beep" sounds and turn off the products.
3. " **M** " on the remote control is the mode button. Press the mode button to switch the mode. There are three modes. After each press, it will send out "beep" sound and switch to next mode. The three modes can be switched in cycle (Note: daily mode, relax mode, exercise mode). Each time a mode is switched, the intensity returns to the default 0 level.
4. " **+** " on the remote control is the intensity increase button. After each press, it will send out "beep" sound and switch to higher level. The intensity is divided into 15 levels (0, 1, 2 ... 15). When the intensity is at level 15, when pressing " **+** ", it will send out two "beep" sound with same intensity at level 15.
5. " **-** " on the remote control is the intensity decrease button. After

each press, it will send out "beep" sound and switch to lower level. The intensity is divided into 15 levels (0, 1, 2 ... 15). When the intensity is at level 0, it will send out two "beep" sound with same intensity at level 15 after pressing " — ".

6. Long press the button " + " for two seconds to turn on the sound cues. Then press the button " — " for two seconds to turn off the sound cues.
7. "))) " on the remote control is the heating button. Press the heating button and start host heating function with a "beep" sound. The two electrode will be hot at the temperature of 37~43°C.
8. "))) " on the remote control is to heating off button. Press the heating off button and stop the heating function with two "beep" sounds.
9. The host is scheduled for 15 minutes. When the host is turned on, it will automatically shut down after 15 minutes.
10. When the host is turned on, the product will automatically shut down in 30 seconds when the product is not put on normally.

Product charging

1. When the host battery is running out, the power button lights up in orange. You can use the Micro-USB cable to plug into the other end of the host and plug in the charger with the Android head (the output is 5V1A/2A). When charging, the orange light flashes. When it is full, the blue light flashes.
2. When the remote control battery is replaced, a coin can be inserted into the battery knob slot. Turn it counterclockwise to the alignment position to open the replacement battery. Note that the battery positive pole is facing up. (Battery model: CR2032)

Tips

- The product will be automatically turned off after 15 minutes of operation. It is recommended to use it for no more than 30 minutes per day.
- The product should be stored in a dry and ventilated place after use.

- Do not place other weights on the product.
- Don't pull on the rubber plug at the USB charging port, as it may cause rupture and falling off.

Routine maintenance

- 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.
- Please wipe with neutral detergent and soft cloth during daily maintenance, do not use corrosive detergent and don't place it into water for soaking or washing.
- During the cleaning process, water or other liquids should be prevented from entering the body to avoid short circuit and electric shock during use.

FAQ

- If you have problems using the product, please refer to the following tips and solutions.
- If the product is still in a fault condition or cannot be used, turn off the power.
- 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 warranty. The company will not be responsible for any consequences caused thereby.

Problems	Possible cause/treatment
Failure to start	<ul style="list-style-type: none"> ● The internal rechargeable battery is running low ● The remote control battery is dead. ● Please confirm whether the host product switch has been pressed.
Failure to charge or no charge light	Please check if the USB cable and host and phone power adapter are connected.

Problems	Possible cause/treatment
Normal display but no stimulation	<ul style="list-style-type: none"> ● Does the pad contact the skin directly? Adjust the position so that it is close to the skin. ● Is there hair or clothing, jewelry, etc. between the pads and the skin? Move away or remove items. ● Is the intensity level at 0? Increase the massage intensity.
Tingling sensation	<ul style="list-style-type: none"> ● Is the massager's electrode and neck skin closely contacted? adjust the position so that it' s stick to the skin. ● Is the massage time too long? It is recommended to massage for 15 minutes at a time, twice a day. ● Is the massage intensity too high? Adjust to low level ● Is the skin allergic to the electrode? Those with severe allergies need to be desensitized first. ● 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.
Weak simulation	<ul style="list-style-type: none"> ● Is the massager's electrode and neck skin closely contacted? adjust the position so that it' s stick to the skin and adjust intensity. ● Is the electrode dirty or oily? Clean the electrode surface. ● Is the battery running low? Please charge if the battery is low. ● Is massage intensity level too low? Increase massage intensity.

感謝您使用本公司生產的智能頸椎按摩器。在使用前，請您詳細讀本說明書，正確地掌握本智能頸椎按摩器的使用方法，以便充分利用它的優異性能，相信它會給您和您家人的生活帶來方便與舒適。

請保留好說明書，以備日後查閱。如果您在使用過程中遇到問題，請聯系我們，我們將竭誠為您服務，謝謝合作。

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本產品屬於家用產品，請勿用於商業用途。

由於我們不斷地改進我們的產品，因此如果技術規格有任何改變，恕不另行通知。

注意事項

危險

- 請絕對不要與以下的醫用電子器械一起使用：
 - 1.心臟起搏器等體內植入型醫用電子器械；
 - 2.人工心肺等維持生命用醫用電子器械；
 - 3.心電圖儀等醫用電子器械；
 - 4.加油站、高粉塵車間、煤氣等易燃易爆場所禁用。

警告

- 如果患者在身上同時使用高頻手術設備和本產品時，產品電極片部位可能引起燒傷，也可能損壞產品。
- 如果在短波或微波治療設備附近使用(1M)本產品時，產品的輸出可能不穩定。
- 按摩中電極片應避免接觸傷口及疤痕。
- 按摩時，電極片不可置於胸部心臟附近，否則會增加心臟纖顫的危險。
- 產品建議一個用戶使用。交叉用戶使用時，請清潔產品上的電極片後使用。
- 使用產品時應將電極片緊密的貼合在皮膚上，均勻接觸。
- 本產品電極片具有發熱功能，同一部位長時間(超過15分鐘)使用熱敷功能時可能導致低溫燙傷。
- 使用中或使用後出現身體不適，停止使用，並諮詢醫生。
- 本產品含有鋰電池，請勿自行拆卸、改裝、水浸產品或投擲火中，否則可能導致產品損壞爆炸。
- 下列情形，請向醫生諮詢後使用。否則可能會發生事故或引起身體不適。
 - 1.正在接受醫生治療、並感覺身體異常的患者。

- 2.心臟、腦神經異常的患者。
 - 3.體溫超過38度(發熱期)的患者。
 - 4.感染性疾病的患者。
 - 5.皮膚知覺障礙或皮膚異常的患者。
 - 6.正在服用藥物的患者。
 - 7.血壓異常的患者。
 - 8.不能自由表達自己意願的患者。
 - 9.由於糖尿病等造成高度末梢循環障礙而產生知覺障礙的患者。
 - 10.皮膚對不銹鋼電極片過敏的患者。
- 下列情形禁止使用
 - 1.惡性腫瘤患者
 - 2.有出血傾向的患者
 - 3.孕婦、產婦
 - 4.急性化膿性炎症患者
 - 5.心臟起搏器使用者
 - 6.金屬內置物患者
 - 7.人體的心臟附近
 - 請勿在心臟附近、頸部上方、頭部、口腔、陰部或皮膚疾患等部位使用且不能同時治療雙腳腳底。另外，使用時不要壓迫內臟。否則可能會發生事故或引起身體不適。
 - 請勿與其他醫療器械或2臺以上本產品一起使用。
 - 請勿用於使用說明書中所記載的按摩以外的目的。
 - 請勿使用表面有缺口、損壞的電極片。
 - 請勿擅自拆卸、修理和改造本產品，否則可能會導致故障或觸電事故。

注意

- 如果因本產品異常而感到身體不適時，請立即停止使用。
- 身體或皮膚如有異樣的感覺，請向醫生諮詢並遵醫囑行事。
- 在按摩過程中，若想將電極片移動位置或其他人身上時，請務必將電源切斷後再移動，否則可能會受到強烈電擊。
- 請勿帶著電子器械進行治療。否則可能使電子器械誤操作（如：電子手錶時刻紊亂）。
- 發生不能運轉的異常情況時，請立即切斷電源並取下，否則可能會產生高溫或短路，發生事故。同時聯系客服售後諮詢。
- 請勿用濕手插拔USB充電線。
- 請勿給兒童或無表達意識能力的人使用。
- 請勿在浴室等濕度高的地方使用，或者邊洗澡邊使用產品。
- 就寢時請勿使用。
- 駕駛汽車時請勿使用。
- 請勿將電極片長時間貼在患處。
- 在按摩時，請勿使皮帶、項鍊等物品的金屬部分接觸電極片。
- 請勿在同一部位長時間（30分鐘以上）使用。
- 請正確佩戴本產品，用於頸椎部位，左右對稱佩戴。
- 從本體上拔下USB充電線時，請勿拉拽導線，而應握住導線插頭拔出。
- 產品電極片具有表面發熱功能，對熱不敏感或容易熱過敏體質的用戶使用前，請諮詢醫生。

- 產品長時間工作時，表面會有發熱的現象，這屬於正常現象。
- 遙控器電池長期(超過3個月)不用時，請取出電池。
- 遙控器電池電量耗盡時，請儘快更換同型號的新電池，電池型號：CR2032。
- 遙控器電池更換時，切勿裝反正負極。
- 遙控器電池用完後，請按照居住地的相關規定進行廢棄處理。

建議

- 請確認主機按鈕正常工作後方可使用。
- 初次使用時，或產品長時間擱置後電池電量損耗，請按照使用說明書進行充電操作，確保其能正常工作。
- 廢棄本產品時，請依照城市有關環境保護規定進行處理，否則可能會造成環境污染。
- 建議16周歲及以上的人群使用。
- 請勿在以下場所使用、存放本產品：

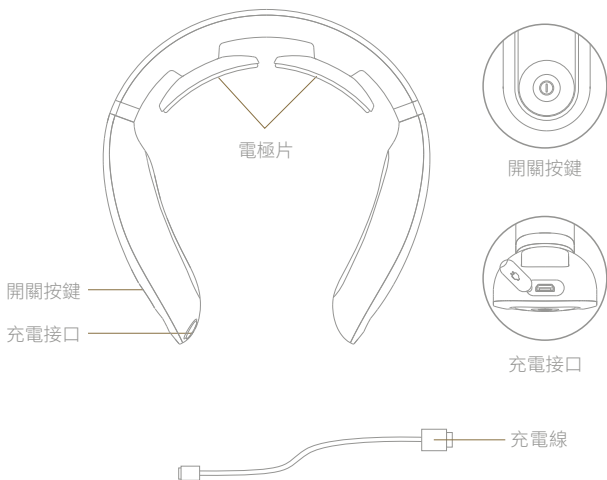
陽光直射的場所	高溫多濕的場所	有水的場所
灰塵較多的地方	烟火附近	容易受到振動衝擊的場所
強電磁場所		

技術參數

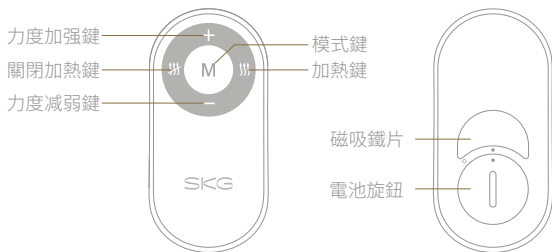
型 號	4098	額定電壓	5V 
額定功率	5W		
執行標準	EN60335-1	EN60335-2-32	EN62233

型 號	4353	額定電壓	5V 
額定功率	5W		
執行標準	EN60335-1	EN60335-2-32	EN62233

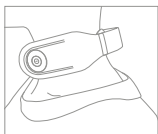
產品示意圖



遙控器





佩戴方式



操作方式

1. 使用前，首先用濕毛巾將頸椎部位皮膚濕潤，然後將產品戴到脖子上，使得電極片緊貼頸椎部位皮膚，調整好產品位置，開啟主機並調節合適的按摩力度和模式。
2. 長按主機“**⓪**”按鈕兩秒，主機開機（伴隨蜂鳴器“滴”聲，提示燈亮起），進入默認模式，默認檔位（0檔）。開機狀態下每按一下主機按鈕，蜂鳴器“滴”一聲，力度新增一檔，直至15檔，再按則“滴滴”兩聲，力度不變。開機狀態下長按主機“**⓪**”兩秒，蜂鳴器“滴 滴”兩聲，產品關機。
3. 遙控器“**M**”為模式鍵，按模式鍵，可切換模式。共有三個模式，每按一次，蜂鳴器“滴”一聲，模式遞增一次，三個模式可循環切換（注：日常模式，舒緩模式，鍛煉模式）。每切換一個模式，力度回歸默認0檔。
4. 遙控器“**+**”為力度加強按鍵，每按一次，蜂鳴器“滴”一聲，強度遞增一級，力度分15檔（0、1、2……15），在力度15時再按“**+**”檔則“滴 滴”兩聲，力度不變，保持15檔。
5. 遙控器“**-**”為力度減弱按鍵，每按一次，蜂鳴器“滴”一聲，強度遞減一級，力度分15檔（注：15、14、13……0），在力度為0時再按“**-**”檔則“滴滴”兩聲，力度不變，保持0檔。
6. 長按遙控器“**+**”2秒 開啟聲音提示，長按遙控器“**-**”2秒關

閉聲音提示。

- 7.遙控器“ ”為加熱鍵，按加熱鍵蜂鳴器“滴”一聲開啟主機加熱功能，產品兩電極片會發熱，溫度會穩定在37~43°C之間。
- 8.遙控器“ ”為關閉加熱鍵，按關閉加熱鍵蜂鳴器則“嘀嘀”兩聲，停止主機加熱功能。
- 9.主機定時15分鐘。當主機開機後，15分鐘後自動關機。
- 10.主機開啟狀態下，未正常佩戴使用產品時，產品會在30秒自動關機。

產品充電

- 1.當主機缺電時候電源鍵亮橙色燈，可用Micro-USB線一端插入主機另一端插入帶安卓頭手機充電器（輸出是5V 1A/2A），充電時橙色燈閃爍，充滿時藍色燈閃爍。
- 2.遙控器電池更換時候可用一枚硬幣插入電池旋鈕槽，逆時針旋轉到對位處即可打開更換電池，注意電池正極朝上。（電池型號：CR2032）

溫馨提示

- 產品開機運行15分鐘會自動關閉，建議每天使用不超過30分鐘，每週按需使用。
- 本產品使用後應置於通風乾燥處存放。
- 切勿將其它重物壓在產品上面使用。
- 切勿用力拉USB充電口處的膠塞，否則容易導致斷裂脫落。

日常保養

- 清潔保養本產品時，請將主機關機，使用濕紙巾清潔電極片，當特別髒時可用少許醫用酒精（酒精濃度75%）進行擦拭消毒。
- 日常保養時請用中性清潔劑及柔軟布擦拭，不可使用帶有腐蝕性的清潔劑，不得放入水中浸泡或漂洗。

- 清潔過程中應防止水或其它液體進入機體內，以免使用時發生短路和觸電危險。

故障排除

- 若在使用產品時遇到問題，請參考下列幾點提示及解決方式。
- 若產品仍處於故障狀態或無法使用，請關掉電源。
- 使用者請勿自行拆卸或修理產品，自行拆卸或維修而導致產品損壞將造成產品保修失效，公司將不承擔該情況所造成的任何後果。

狀況	可能原因/處理方式
無法啟動	<ul style="list-style-type: none"> ● 內部充電電池電量不足。 ● 遙控器電池沒電。 ● 請確認主機產品開關鍵是否已按下。
不能充電或無充電燈顯示	請檢查USB連接線和主機及手機電源適配器是否連接好。
顯示正常但無感覺	<ul style="list-style-type: none"> ● 電池片是否直接接觸皮膚？調整位置使其貼緊皮膚。 ● 電極片和皮膚之間是否有頭髮或衣服、飾品等物品？移開或去除物品。 ● 力度檔位是否為0檔？調節增加按摩力度。
有刺痛感	<ul style="list-style-type: none"> ● 電極片與頸部皮膚是否貼緊？需調整位置使其貼緊皮膚。 ● 按摩時間是否太長？建議一次按15分鐘，一天兩次。 ● 按摩力度是否過大？可調小力度。 ● 皮膚是否對電極片過敏？嚴重過敏者需先進行脫敏治療。 ● 氣候寒冷、皮膚乾燥？用濕毛巾濕潤皮膚後使用。 ● 皮膚表面是否有傷口？不可將電極片放於傷口進行按摩。

刺激很弱	<ul style="list-style-type: none">● 按摩儀電極片與頸部皮膚是否貼緊?需調整位置使其貼緊皮膚並調整適當力度。● 電池是否有污垢或油漬?清潔電極表面。● 電池是否電量不足?若電量不足請充電。● 按摩檔位力度偏小?調節增加按摩力度。
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