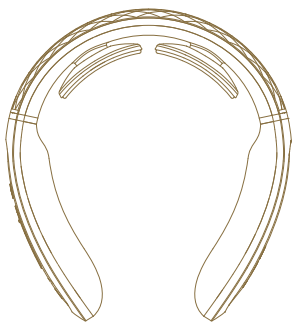


# Neck Massager

## User Manual



MODEL#4356E

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 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 SKG after-sales service outlet or our company. We will be glad to help you. Thank you!

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**This product is a household product. Not intended for commercial use.**

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, 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.
  4. Do not at petrol stations, in high dust workshops, near gas and other flammable, or explosive areas.

### **Warning**

- If the patient uses this product, along with a high-frequency surgical device, the electrode of the product may cause bodily harm and damage to the product.
- If the product is used near a short-wave or microwave therapy device(within 1 meter), the output of the product may be unstable.
- Do not allow the product's electrode to make contact with wounds and scars during use.
- When you use the product, do not place the electrode near the chest or heart, as this will increase the risk of heart fibrillation.
- The product is recommended for use by one user. If used by more than one user, please clean the electrode on the product before use.
- 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 skin area for a long period of time (more than 15 minutes), it may cause a low temperature burn to the area.
- If there is any discomfort during or after use, please discontinue use of the product and seek medical attention.
- This product contains a lithium battery. Do not disassemble or modify the product. Do not place near a heat source or open flame. Product damage or explosion will result.
- In the following cases, please consult a physician before use, otherwise physical discomfort and/or personal injuries may result:

1. Patients under medical treatment and feel discomfort.
  2. Patients with abnormal heart and brain functions.
  3. Patients whose body temperature exceeds 38 degrees (high fever).
  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 able to make their wishes known.
  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. Usage near to the heart.
  - Do not apply near to the heart, above the neck, or upon the head. Avoid application upon the mouth, genitals, or areas where skin disorders are present. Do not treat the soles of the feet simultaneously. In addition, do not compress internal organs when using, otherwise bodily injury or physical discomfort may occur.
  - Do not use with other medical devices, as nausea or physical discomfort may occur.
  - Do not use for purposes other than the ones described in the instruction manual. Otherwise, personal injuries or product malfunctions may occur.
  - Do not use the electrode with a chipped or damaged surface, as this may cause personal injuries and/or product malfunctions.
  - Do not disassemble, repair, or modify this product without authorization. Otherwise, product malfunction or electrical shock may occur.

 **Note**

- If you are experiencing any discomfort during the use of this product, please discontinue its use immediately.
- If you experience any abnormal body or skin sensations, during your use of this product, please consult your physician and follow his/her medical advice.

- If you want to move the pad or place it on another person during massage, be sure to turn off the power before moving it. Otherwise, you may receive a strong electric shock.
- Do not use this massage product concurrently with other electronic devices.
- Otherwise, the electronic devices may malfunction (for example, the electronic watch disorder).  
If abnormal operation occurs, immediately power off the product and remove it.
- Otherwise, high temperatures or an electrical short circuit may occur, which may result in personal injury to the user. Please contact customer service for after-sales support.
- Do not plug or unplug the USB charging cable with wet hands. Doing so may result in electrical shock.
- Not intended for use on children or people who have no expressiveness, otherwise it may cause discomfort and/or injuries.
- Do not use places which contains high humidity, such as a bathroom, or while bathing. Otherwise, you may receive a strong electric shock and cause damage to the product.
- Do not use while sleeping. Otherwise, it may cause the main body to malfunction.  
In addition, the pad may move to other parts and cause discomfort.
- Do not use while driving a car, otherwise it may cause physical discomfort due to excessive stimulation, resulting in an accident.  
Do not stick the electrode to the affected area for a long period of time.
- Doing so may cause skin inflammation.
- When massaging, avoid contacting the electrodes with any metal parts (I.e. belts, necklaces, etc.) Otherwise, you may receive a strong electric shock.
- Do not apply the product on the same location for a long period of time (more than 30 minutes). Doing so may cause muscle fatigue and physical discomfort at the massaged area.
- Please wear this product correctly and use it on the cervical spine. Wear it symmetrically. Otherwise, accidents or physical discomfort may occur.

- When unplugging the USB charging cable from the product body, do not pull on the cable wire. To correctly unplug the cable, pull on the cable plug.
- Otherwise, it may result in electric shock or damage to the product. 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, confirm correct battery pole placement.
- Discard/dispose the used remote control battery according to the relevant regulations in your place of residence.

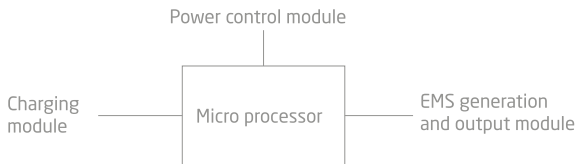
### **Suggestion**

- 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 proper operation of the product.
- 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.
- This product is intended for use by persons aged 16 and above.
- Do not 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 fireworks
  - Places susceptible to vibration shocks
  - Places with strong electromagnetic fields

## Technical parameters

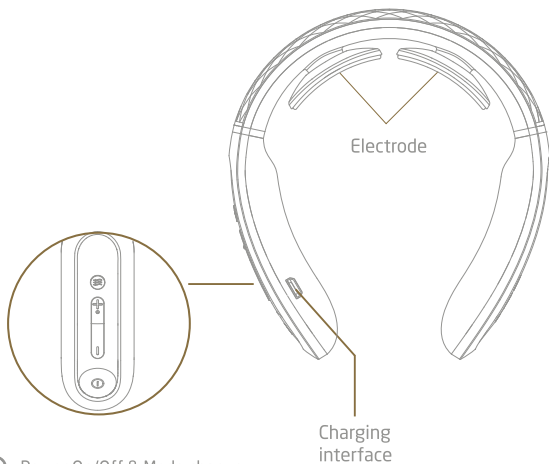
|             |             |                  |                            |
|-------------|-------------|------------------|----------------------------|
| Model       | 4356E       | Rated voltage    | 5V $\overline{\text{---}}$ |
| Rated power | 5W          | Battery capacity | 1000mAh                    |
| Standards   | IEC 60335-1 |                  |                            |

## Electrical schematic diagram





## Product diagram



ⓘ Power On/Off & Mode change

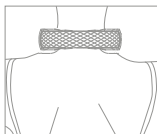
⏏ Heating On/Off

+ (Short press) Intensity increase  
(Long press) Voice On

- (Short press) Intensity decrease  
(Long press) Voice Off



## Wearing method



## Operation method

1. In the case of low power, the indicated light of power button will turn from Blue to Yellow, with an audible "Low battery" sound, as an indicator. You can connect the USB cable to the adapter (output range: 5V, 1-2a), which meets current standards of home appliances. You may also connect to the USB interface of a computer for charging.

When charging the power button will flash yellow light, when full charge will flash blue light. Four hours is need for a full charge, and every full charge can provide 3-4 hours power.

2. Before use, first wet the skin of the cervical spine with a wet towel, and then place the product around the neck. Place the electrode close to the skin of the cervical spine and adjust the position of the product. Power on the host and adjust to the desired massage intensity and mode.

3. Long press the host "Ⓚ" button for two seconds, to turn on the host (There will be a audible sound "Hi SKG, Daily mode" and a prompt light will be illuminated).

4. Enter the Daily mode, with the default level of (0). Pressing the "Ⓚ" will change the mode to a different mode, with each press. The three modes can be switched to, in cycles, indicated by an audible sound for each mode. (Note: Daily mode, leisure mode, Exercise mode). Each time a mode is switched to, the intensity returns back to the default (0) level. Long pressing the host "Ⓚ" button for two seconds, while the machine is on, will cause the product to power off, with an audible "Bye" sound.

5. The "+" button is the intensity increase button. After each press, it will send out a sound and switch to a higher mode. The intensity is

divided into 15 levels (0, 1, 2 ... 14, Max). When the intensity is at level 14, when pressing "+", it will send out an audible "Max" sound. If the "+" button is pressed again, it will again send out a "Max" sound, with the same intensity, at the "Max" level.

6. The "-" button is the intensity decrease button. After each press, it will send out a sound and switch to a lower mode. The intensity is divided into 15 levels (14, 13, 12 ... 1, Min). When the intensity is at level 1, when pressing "-", it will send out an audible "Min" sound. If the "-" button is pressed again, it will again send out a "Min" sound, with the same intensity, at the "Min" level.

7. The "⏻" button is the heating button. Press the heating button to start the heating function, indicated by an audible "Start heating" sound. The two electrodes will heat up to temperatures between 37~43°C. If pressed again, the heating function will be turned off, being indicated by an audible "Stop heating" sound.

8. The host will be automatically turned off after 15 minutes of operation, being indicated by an audible "Bye" sound. When host is turned on and the product is not used correctly or the heating and massage functions not activated, the host will be automatically turned off after 30+/-10 seconds, being indicated by an audible "Bye" sound.

9. When the power is low, it will send out an audible "Low battery" sound, when the battery voltage is too low, it will send out an audible "Bye" sound and the host will shut down automatically.

## 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.

## Routine maintenance

- When cleaning and maintaining this product, please turn off the appliance.  
A moist paper towel may then be used to clean the electrode. When it is particularly dirty, a little medical alcohol (alcohol concentration 75%) may be used to wipe and disinfect.
- Please wipe with neutral detergent and soft cloth for daily, routine cleaning.  
DO NOT use corrosive detergents or place into water for soaking or washing purposes.
- During the cleaning process, water or other liquids should be prevented from entering within the body of the appliance, to avoid a short circuit and/or 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 attempt to disassemble or repair the product by themselves.  
Dismantling or repairing by themselves will cause damage to the product and void the manufacturer's warranty. The company will not be held responsible for any consequences caused thereby.

| Problems                             | Possible cause/treatment  |
|--------------------------------------|---|
| Failure to start                     | <ul style="list-style-type: none"> <li>● The internal rechargeable battery is running low</li> <li>● The remote control battery is dead.</li> <li>● Please confirm whether the host product switch has been pressed.</li> </ul>   |
| 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"> <li>● Does the pad contact the skin directly? Adjust the position so that it is close to the skin.</li> <li>● Is there hair or clothing, jewelry, etc. between the pads and the skin? Move away or remove items.</li> <li>● Is the intensity level too low? Increase the massage intensity.</li> </ul>   |
| Tingling sensation                   | <ul style="list-style-type: none"> <li>● Is the massager's electrode and neck skin closely contacted? Adjust the position so that it's stick to the skin.</li> <li>● Is the massage time too long? It is recommended to massage for 15 minutes at a time, twice a day.</li> <li>● Is the massage intensity too high? Adjust to a low level</li> <li>● Is the skin allergic to the electrode? Those with severe allergies need to be desensitized first.</li> <li>● Is the climate cold and the skin dry? Use a wet towel to moisten the skin area, prior to using.</li> <li>● Does the skin have a wound? Do not place the electrodes on the wound during use.</li> </ul> |
| Weak stimulation                     | <ul style="list-style-type: none"> <li>● Is the massager's electrode in good contact with the skin area? Try adjusting the position of the electrode onto the skin surface, to improve skin contact, and adjust the massager's intensity.</li> <li>● Is the electrode dirty or oily? Clean the electrode surface.</li> <li>● Is the battery running low? Please charge if the battery is low.</li> <li>● Is massage intensity level too low? Increase massage intensity.</li> </ul>   |

