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SKG
NECK MASSAGER

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.

封面

SKG
NECK MASSAGER

Wear Future Technologies Co., LTD
Address: 23A Floor, Building 3, Zhongke R&D Park, No. 008, Gaoxin South 1st Road, High-tech Zone Community, Yuehai Street, Nanshan District, Shenzhen.
Service Hotline: 400-822-0888
For more information, please visit: www.SKG.com

封底

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!

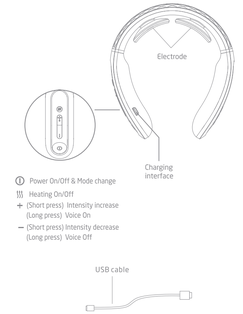
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This product is a household product. Not intended for commercial use.

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

Product diagram



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

- Appropriate massage is recommended; it is recommended to use no more than half an hour a day.
- Store the device in a well-ventilated and dry place after use.
- Don't put other heavy items on the device.

Routine maintenance

- When cleaning and maintaining the device, turn it off and clean the electrode with wet tissue paper. When it's especially dirty, use a small amount of medical alcohol (alcohol concentration of 75%) to wide and disinfect.
- During daily maintenance, use neutral cleanser and soft cloth to wipe. Don't use corrosive cleanser and don't soak or rinse it in water. Don't wash it with water.
- During cleaning process, prevent water or other liquid from entering the device to avoid short circuit and electric shock.

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
Unable to start	● Whether the internal rechargeable battery runs low. ● Please confirm the product power switch is on.
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	● 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 too low? Increase the massage intensity.
Tingling sensation	● 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 massager intensity too high? Adjust to a 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 area, prior to using. ● Does the skin have a wound? Do not place the electrodes on the wound during use.
Weak stimulation	● 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. ● 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.

Precautions

Danger

- Please never use the product together with the following medical electronic devices:
1. Pacemaker and other implantable medical electronic devices;
2. Medical electronic devices such as ECMO that sustain life;
3. Electrocardiograph and other medical electronic devices;
* It may cause malfunction of these medical electronic devices, which may be life-threatening.
4. It's not allowed in gas stations, workshops with excessive dusts, gas and other places of flammable and explosive material.

Warning

- When the high-frequency surgical equipment and the massager are applied on a patient at the same time, the electrode of the massager may cause burns or damage the massager.
- When the product is applied close to (1M) a short-wave or microwave treatment device, the output of the massager may be unstable.
- During massage, don't contact wounds and scars with the electrode.
- During massage, don't place the electrode near the heart. Otherwise it will increase the risk of heart fibrillation.
- The product is recommended to be used by one user. In case it's used by two or more users, the electrode should be cleaned before use.
- When using the product, the electrode should be tightly attached to the skin in uniform contact.
- The electrode of the massager has the heating function. Hot compress on the same part for a long time (more than 15 minutes) may cause low-temperature burns.
- In case of discomfort during or after usage, stop using it and seek medical attention.
- This product contains a lithium battery. Don't disassemble, modify, immerse the product or throw it into fire, otherwise it may cause product damage or explosion.
- Please consult your doctor for the following situations. Failure to do so may cause an accident or discomfort.
1. Patients who are receiving medical treatment and feel unwell.

2. Patients suffering from abnormal cardiac conditions and brain nerves.
3. Patients whose temperature exceeds 38 degrees (fever).
4. Patients suffering from infectious diseases.
5. Patients subject to skin perceptual disorder or skin abnormalities.
6. Patients on medication.
7. Patients with abnormal blood pressure.
8. Patients who cannot express themselves freely.
9. Patients suffering from sensory disorder due to peripheral circulation disorder caused by diabetes, etc.
10. Patients with skin allergies to stainless steel electrode.

- Usage is prohibited in the following circumstances
1.Patients with malignant tumors
2. Patients with hemorrhagic tendency
3. Pregnant and lying-in woman
4. Patients with acute suppurative inflammation
5. Pacemaker users
6. Patients with metal implants
7. Near the human heart
- Don't apply the product near the heart, above the neck, head, mouth, private parts, or parts with skin diseases and don't massage the soles of both feet at the same time. In addition, don't compress the internal organs when using. Failure to do so may cause an accident or discomfort.
- Don't apply it with other medical devices or use more than two sets of the product at the same time. Otherwise it may cause nausea or discomfort.
- Don't apply it for purposes other than massage as described in the user manual. Otherwise accidents and malfunctions may occur.
- Don't use the electrode with missing or damaged surfaces. Otherwise, accidents or malfunctions may occur.
- Don't disassemble, repair and modify this product without permission. Otherwise it may cause malfunction or electric shock.

Note

- In case of discomfort due to product abnormality, stop using it immediately.
- In case of a strange feeling on your body or skin, consult your doctor and follow your doctor's advice.

- During the massage, to move the electrode or place it on other people, make sure to cut off the power before moving. Otherwise you may get a strong electric shock.
- Don's massage with electronic equipment. Otherwise, it may cause malfunction of electronic devices (such as messy electronic watch time).
- In the event of an abnormal operation, please cut off the power immediately and remove it. Otherwise high temperature or short circuit may occur, leading to an accident. At the same time, contact after-sales service.
- Don't plug or unplug the USB charging cable with wet hands. Otherwise it may cause electric shock or accident.
- Don't allow children or people not capable of expressing consciously to use. Otherwise it may cause accidents or physical discomfort.
- Don't use the product in a place with high humidity, such as a bathroom, or use the product while bathing. Otherwise, you may receive a strong electric shock and damage the product.
- Don't use the product when you are in bed. Otherwise, the device may malfunction. In addition, the electrode may be moved to other parts and cause discomfort.
- Don't use the product when driving. Otherwise it may cause discomfort due to excessive stimulation, resulting in an accident.
- Don't stick the electrode to the affected area for a long time. Otherwise it may cause skin inflammation.
- When massaging, don't touch the electrode with the metal parts of the belt, necklace, etc. Otherwise you may get a strong electric shock.
- Don't apply the product on the same part for a long time (more than 30 minutes). Otherwise it may cause muscle fatigue in the massaged part and discomfort.
- Wear this product correctly. It is used on the cervical spine and is worn symmetrically. Otherwise, accidents or discomfort may occur.
- When disconnecting the USB charging cable from the product, don't pull the cable, but hold the plug to pull. Otherwise it may cause electric shock or damage the product.
- The electrode of the massager has the heating function. Users who are not sensitive to heat or too sensitive to heat should consult a doctor before use.
- When the product is in use for a long time, the surface will be hot, which is normal.

Suggestion

- Make sure that the buttons on the device function normally before use.
- When the device is used for the first time or not in use for a long time, please charge it according to the user manual to ensure that it can function 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.
- This product's target users are people aged 16 or above.
- Don't use or store this product in the following places:
Places exposed to direct sunlight
Places subject to high temperature and humidity
Places with water
Places with excessive dust
Places with smoke or fire
Places subject to vibration
Places subject to strong electromagnetism

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.
Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.
Notes: 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.
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Technical parameters

Model	4356E	Item No.	35096
Product code	1205070041	Rated charging voltage	5V ⎓
Capacity of battery	1000mAh	Rated input power	5W
Standards	IEC 60335-1	IEC 60335-2-32	

Electrical schematic diagram



Product and component recycling instructions

Recycle 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 to a qualified recycling station, by which the product or its parts are disassembled and recycled in accordance with relevant national regulations.

Name and content of hazardous substances in the product

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

O: 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.
×: 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 user manual of this product.

Note:
1. All other components and their homogeneous materials, which are not listed in the above table, don't contain harmful substances.
2. All the harmful substances in components and their homogeneous materials listed in the above table are in line with strict requirements of China RoHS on the use of hazardous substances. Please feel assured to use.

Note for discarding the product

Please support the recycling of rechargeable battery (lithium ion battery).

Danger	The battery used for this product is a dedicated rechargeable battery. Don't use it on other products. Don't charge the battery that is taken out. ● Don't throw it into fire and overheat it. ● Don't pierce it with nail, impact it or disassemble it. ● Don't short-circuit the battery with metal. ● Don't store it with necklace, hairpin. ● Don't charge, use and place the battery near fire, under the sun and other places of high temperature. The above situation can all cause heating, fire and rapture.
Warning	Please place the removed rechargeable battery out of the reach of infants and young children to prevent swallowing. ● If swallowed by accident, please go to a doctor immediately. ● Don't touch the liquid leaking from the battery and handle it in the following way. ● When the battery fluid gets into the eyes, it poses danger of blindness. Don't rub your eyes with your hands directly, instead, wash your eyes with watter immediately and see a doctor for treatment. When the battery liquid contacts the body or clothing, it may cause skin irritation or injury. Please wash with water and if discomfort persists, you need to go to a doctor immediately. ● Disassemble only when the product is discarded. Otherwise, it may cause an accident such as fire, electric shock or injury. If you need to repair (except for replacement of battery), please consult the store where you bought the product.

Lithium-ion batteries used in this product are recyclable and valuable resource. Please hand it over to professional organizations that can carry out rechargeable battery recycling when they are spent and discarded.
● The battery must be removed from the appliance before it's disposed of;
● The appliance must be powered off before the removal of battery;
● The battery shall be disposed of in a safe manner.
Note: Use dedicated tools to remove the plastic casing at the non-key side, and take out the battery.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
Children should be supervised to ensure that they do not play with the appliance.
The appliance must only be supplied at safety extra low voltage corresponding to the marking on the appliance.
Do not expose the appliance or battery to excessive temperatures.
This appliance contains batteries that are non-replaceable. When the battery is at end of life, the appliance shall be properly disposed of.

The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.

DISPOSAL: Do not dispose this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

This product must not be disposed together with the domestic waste. This product has to be disposed at an authorized place for recycling of electrical and electronic appliances.

By collecting and recycling waste, you help save natural resources, and make sure the product is disposed in an environmental friendly and healthy way.

Warranty Card

Please show this card to service outlet or scan the QR code to follow SKG official service platform for online customer service, electronic insurance sheet, installation and repair, service schedule, after-sales outlet, membership privilege and latest benefits.

Product name	
Model	
Place of origin	
Warranty period	
Invoice number	
Purchase date	

Repair record

Date sent for repair	
Inspection date	
Malfunction, repair and handling	
Inspection date	
Signature of repairer	

Date of manufacture: _____
Inspection conclusion: _____
Inspector No.: _____

材质:105g铜板纸
成品尺寸： 105x143
颜色: Panton3252C+Coolgray8C+Black
钉装方式:骑钉

4356E(海外版) 颈椎按摩仪
说明书
物料编码: 2080101218
图号: 4356-BZ-11

2020-9-29 ZJH删除中文，
增加电池安规，增加QC检验合格章

2021-2-27 更新VI及SKG logo

2021-3-27 Rated Charging voltage标准术语使用