

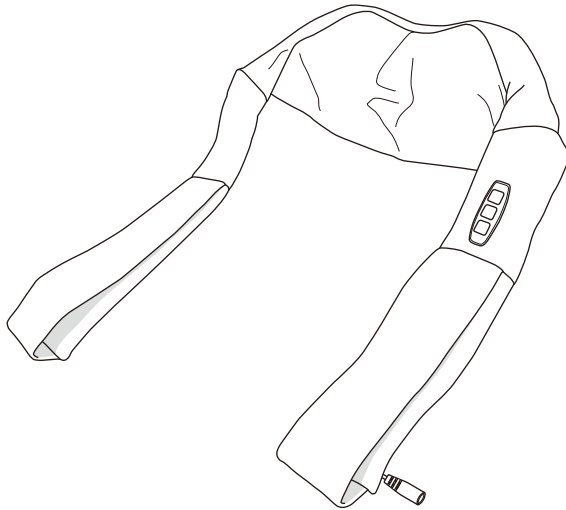


DOCTORAIR

3D Neck Massager

Instruction manual

(warranty included)



Thank you for purchasing this DOCTORAIR product.

- Please read this carefully before using this product.

This instruction manual is also a warranty.

- Please keep this manual safe along with written information on the purchase date and the name of the purchase store.

- The images in this manual are for illustration purposes only.

Dream Factory Inc.

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■ Safety cautions

Please be sure to read this carefully in order to prevent harm to the user or others, as well as damage to property. Please make sure you understand the following signs and symbols after reading this, and comply with these instructions.



Warning · caution

Explanation of the danger and damage caused by misuse



 Warning	Incorrect use of product may cause fatal injury, or death.
 Caution	Incorrect use of product may cause injury, or property damage.

Examples of signs and symbols

Explanations of signs and symbols

 <p>Disassembly prohibited</p>	<p>⊘ indicates prohibition. Words or pictures inside or near the ⊘ symbol shows prohibition. The symbol on the left indicates that disassembly is prohibited.</p>
 <p>Unplug the power plug</p>	<p>● indicates that it is necessary to complete this action. Words or pictures inside or near the ● symbol shows prohibition. The symbol on the left indicates that the power cord should be unplugged.</p>

Warning



 <p>Prohibited</p>	<ul style="list-style-type: none"> ● This product is for household massage only. Please do not use it for any other purpose. ● Please do not use this product if massages are prohibited by your physician. It may worsen your condition. Example: heart disease, acute illness, fever, abnormal blood pressure, thrombosis, severe aneurysm, acute varices, dermatitis, skin infection (including inflammation of the subcutaneous tissue), cervical spondylosis, alcohol or drug consumption, history of rashes due to chemical fibers, feeling ill, fatigue, etc. ● Please do not use this product if you are unable to express your own intentions or operate the product. ● Please do not perform other tasks while using this product. It may cause accident or injury. 	 <p>Prohibited</p>	<ul style="list-style-type: none"> ● Please do not use this product while wearing any hard jewellery or a scarf. It may cause accident or injury. ● Please do not use outlets and wiring equipment beyond the ratings of 100V~240V. It may cause fire, accident or injury. ● Please do not let infants or children use, play, or stand on this product. It may cause accident. ● This product has a rechargeable battery built in and may cause explosion or fire when over heated. <ul style="list-style-type: none"> • Keep away from fire • Do not use or charge underneath bed coverings and blankets • Do not use or charge under direct sunlight or in places where it gets extremely hot, such as inside a car.
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Warning



Prohibited





- Please do not use this product on a heated carpet or when smoking a cigarette.
It may cause fire or mechanical failure.
- Please consult with a physician before using this product if:
 - You have undergone surgery, incorporated with metal, plastic parts or silicone implants
 - You have troubled skin such as atopic dermatitis, facial metalloids, inflamed areas, itching or burning areas, bruises, sensitive skin, keloids
 - You have pains on any part of your body.
- Please do not insert any sharp objects into the massager or charging port. It may cause fire, electric shock or accident.
- Please do not wrap the adapter cord around the massager or the body of the AC adapter. It may cause fire or electric shock.
- Please do not try to remove the exterior covering from the body of the massager, and do not use the massager in a broken state. It is extremely dangerous.
- Please do not damage, modify, bundle up or bend the cord. It may cause fire or electric shock.
- Please do not pull hard on the cord when unplugging the AC adapter. It may cause fire, electric shock or electrical short.
- Please do not use any adapter other than the one provided, and do not use the provided adapter for any other product.
It may cause fire, electric shock or mechanical failure.
- Please be cautious when using the massager on the neck. Do not use it on the front of the neck. It may cause accident or injury.






must obey

- People with the following conditions should consult a doctor before using this product if you have the following:
 - implantable medical electronic devices that are susceptible to electromagnetic interference, such as pacemakers
 - malignant tumors
 - heart problems
 - severe blood circulation disorder
 - loss of temperature sensation
 - pregnant or after recent childbirth
 - perceptual disorder due to advanced peripheral circulatory disorder (such as diabetes)
 - open wounds
 - weakness or needing rest
 - fever (over 38°C)
 - osteoporosis, spine fracture, sprained muscles
 - treated area
 - tenosynovitis, whiplash, cervical spine injury or herniated disc
 - abnormal spine or crooked bones
 - receiving medical treatment from physicians
 - problems in the body other than those listed above
- Please check for any tears or other damages. If any problems are found, do not use the product; contact the customer service center or local supplier. Continuous use may result in electrical shock or injury.
- If any health problems occur while using this product, stop using it immediately and consult a doctor.
- When inserting the AC adapter into an outlet or into the charging port of the main body, please insert it tightly into the base.
- Please confirm that all the function button and timer is in working condition before using the product.



! Warning

 Unplug the power plug	<ul style="list-style-type: none"> ● If the cord or plug of the AC adapter is damaged or the plug is loose in the outlet, stop using the product immediately. Unplug the AC adapter from the outlet contact your purchased store or local supplier for a repair. ● If the main unit or AC adapter generates abnormal sounds, unusual smells or smoke, stop using it immediately and contact your purchased store or local supplier for a repair. Continuous use may result in fire, electric shock or accident. ● If there is a thunderstorm, please unplug the AC adapter from the outlet immediately. 	 Do not touch with wet hand	<ul style="list-style-type: none"> ● The device is not waterproof; do not touch it with wet hands. It may cause electric shock.
		 Do not use near water	<ul style="list-style-type: none"> ● Please do not splash water or use in the places with high humidity such as bathroom, or outdoor. It may cause fire or electric shock.
		 Do not disassemble	<ul style="list-style-type: none"> ● Please do not disassemble or modify. It may cause fire, accident or mechanical failure. ● Do not attempt to replace the installed battery. It' s extremely dangerous.

! Caution

 Prohibited	<ul style="list-style-type: none"> ● Please do not unplug the AC adapter while in use. It may cause accident or injury. ● Please do not use on irritated skin. ● Please use this device for no more than 15 min daily. Do not use it on the same part of the body for more than 3 min. It may decrease in effectiveness and worsen the symptoms. ● Please do not use this device except for the purpose of massage. It may cause injury or sickness. ● Please do not use this device with any other treatment device. It may cause accident or sickness. ● Please do not use this device while putting weight on it. Do not use it under a blanket. ● Please do not stand or sit on the main body. It may cause injury or mechanical failure. ● Please do not use under the bed cover. 	 Prohibited	<ul style="list-style-type: none"> ● Please do not sleep while using this product. ● Please do not drop the product, load it with heavy weight or allow it to be impacted. It may cause fire, electric shock or mechanical failure. ● Please do not apply unreasonable force to the massager, such as by intentionally pushing strongly against it. It may cause injury, sickness or mechanical failure. ● Please do not use the product while or after consuming alcohol. It may cause accident or injury. ● Please do not use this product while eating. ● Please do not use the product directly on the skin.
		 must obey	<ul style="list-style-type: none"> ● When charging with tap, be sure to observe the rated capacity. Otherwise, it may cause fire or burnout. ● Please do not use immediately after eating a meal.




Caution

 Unplug the power plug	<ul style="list-style-type: none"> ● Please unplug the AC adapter in case of a blackout. ● When not in use, unplug the AC adapter from the outlet. Moisture and dust can cause an insulation failure, fire or electric leakage. 	 Unplug the power plug	<ul style="list-style-type: none"> ● When charging is complete, unplug the AC adapter from the outlet. ● When cleaning, be sure to unplug the AC adapter from the outlet; failure to do so may lead to an electric shock or accident.
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■ Handling the Lithium ion battery

Be sure to observe following warnings and be cautious when handling the lithium ion battery outside of the main unit.

Warning

 Prohibited	<ul style="list-style-type: none"> ● Do not use with other products ● Do not recharge the battery once it is removed ● Do not heat or drop in fire ● Do not stab, damage, disassemble or modify ● Do not connect + - using any metal substance ● Do not allow the battery to become wet or handle it with wet hands ● Do not store or carry with metal objects such as necklaces, coins, and hair pins 	 Prohibited	<ul style="list-style-type: none"> ● Do not drop, or step on the battery ● Do not store in direct sunlight, or in places of high heat, such as inside a car ● Do not remove the film from lithium ion battery
		 must obey	<ul style="list-style-type: none"> ● If liquid from the battery comes into contact with eyes, wash with clean water and consult a doctor

Caution

 Prohibited	<ul style="list-style-type: none"> ● Do not touch with bare hands if any leakage occurs ● Do not place or store the battery around children or animals 	 must obey	<ul style="list-style-type: none"> ● Should liquid leak onto your clothes or body, wash with clean water. If skin irritation occurs, consult a doctor.
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■ Performance and safety standards

1. Performance

Item	Specification	Remarks
Count of kneading: device with kneading function	30/min	JIS T 2002 : 2006 6.3

2. Other performance

Item	Specification	Remarks
Timer	15min	JIS T 2002 : 2006 6.5

■ Purpose of use and effects

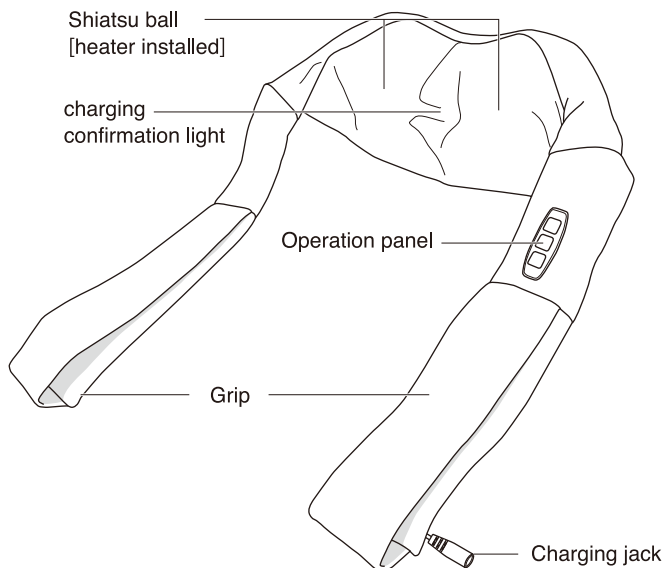
Use it for general household as a substitute for massage.
Please do not use this for any other purpose than those listed above.

■ Precaution

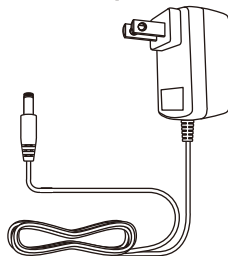
- Please check for tears before using this product. If any problems are found, please do not use and contact the customer service center or local supplier.
- Please confirm that all the function button and timer is in working condition before using the product.
- If any problems are found, do not use the product; contact the customer service center or local supplier

■ Name of each part

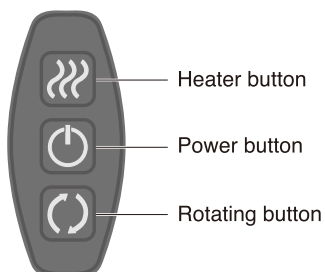
● Body



● AC adapter



● Operation panel

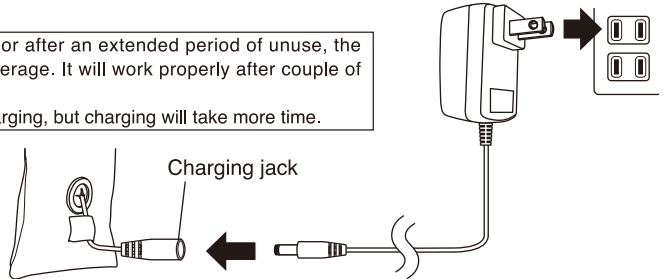


How to Charge


- ① Firmly connect the AC adapter to the charging jack on the main unit.
- ② Plug the AC adapter firmly into a household outlet.
- ③ When charging begins, the charging confirmation light will turn red.
- ④ When charging is complete, the charging confirmation light will turn green. Disconnect the AC adapter from both the outlet and the main unit.

* A full charge takes about 3.5 hours.


- When charging for the first time, or after an extended period of unused, the battery life may be shorter than average. It will work properly after couple of uses.
- The product can be used while charging, but charging will take more time.



How to use

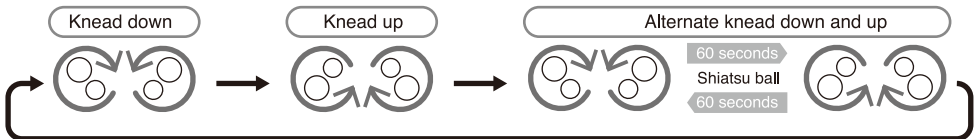
- ①  Press the button to turn on the power. Shiatsu balls will rotate downward to being the massage. Change the operations as follows:

● Heater on/off

-  Pushing this button turns the heater on and off. When the heater is on, the shiatsu ball lights up in red; when the heater is off, it lights up in blue.

● Rotating shiatsu ball

-  Press the button to change the rotation based on the following cycle:



- ② Apply unit to the area to be massaged.

※Hold the grip for neck, lower back

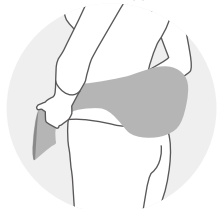
● Shoulder · neck




● Thighs · Calves



● Lower back · Upper back



- ③ Massage will automatically end after 15 minutes.

To turn off the power in the middle of a cycle, press 

■ Safety Device

A safety device is installed in this product. The safety device automatically turns off the power in the following cases:

- If the internal temperature of the motor or AC adapter exceeds the allowed temperature due to continuous use
- If strong pressure is applied to the Shiatsu balls
- If any safety problems are detected

The safety device will allow the massager to work again after the inner temperature drops to its normal state. If the operation stops while in use and does not work when the power button is pressed, please let the device rest for 1 hour before turning on the power again

■ Care and storage

How to care

Body

- Please make sure to unplug the AC adapter from the outlet.
- Please clean with a soft, dry cloth.
- If severely dirty, please clean with a wet sponge or soft cloth follow by a dry cloth.
- Please do not use hot water or any detergent. They may cause mechanical failure, cracks and discoloration.

How to store

- Please store only after unplugging the AC adapter from the outlet.
- Please clean off any dirt and dust and avoid storing in humid places such as bathrooms or in places with direct sunlight.
- Please do not store within reach of infants, children or animals.
- Please use a cover if the product will be stored for an extended period.

■ Troubleshooting

Situation	Things to confirm
It does not move even when the power is turned on	<ul style="list-style-type: none">● Battery is depleted. Please charge again.● Check the AC adapter connection.● Battery may be low. Please charge again.
Shiatsu ball moves slowly or weakly	<ul style="list-style-type: none">● It may be out of battery. Please charge again.
Not charging or short battery life	<ul style="list-style-type: none">● When the ambient temperature is extremely high or low, the unit may not work properly. Please charge between 10°C–40°C.● When charging for the first time or after an extended period, the battery life may be shorter than average. It will work properly after a couple of uses.
Unit suddenly stops working	<ul style="list-style-type: none">● Massage stops automatically after 15 minutes, based on the built-in timer.● If the internal temperature exceeds the allowed temperature, it may stop working. Please rest the device for 1 hour.
Heater does not heat	<ul style="list-style-type: none">● The heater may not reach to the highest depending on usage environment.
Generates noise	<ul style="list-style-type: none">● This product generates noise due to its structure. This is not a mechanical failure.

Please contact at your purchased store or local supplier if further assistance is needed.

■ Disposal

The lithium ion battery used in this product can be recycled.



Li-ion

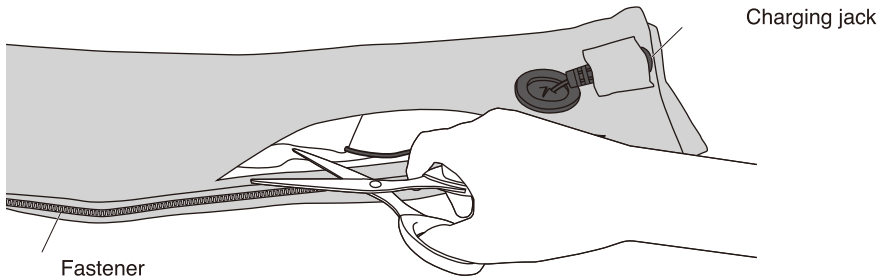


Warning

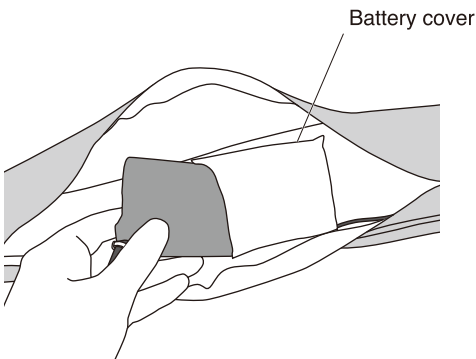
- Consult this diagram to disassemble the battery for disposal purposes only. Do not disassemble to repair or exchange the battery.
- Remove the AC adapter from the body before disassembly.
- Turn on the power several times until operation fully stops to discharge the battery completely before disassembling.

How to remove rechargeable battery

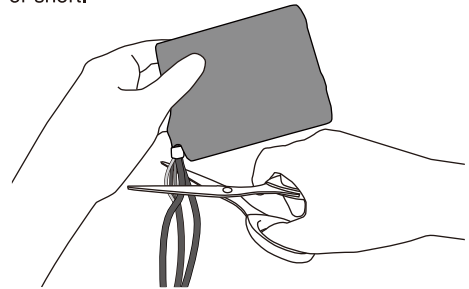
- ① Open the cover. Cut along with the fastener on the side of grip section next to the charging jack.
*Please watch out for your hands and fingers.



- ② Remove the rechargeable battery from the battery cover.



- ③ Cut all the cords extending from the rechargeable battery using scissors. Never remove the insulation film from the removed battery; doing so may cause an electric shock or short.



Body / AC adapter

- Follow your local regulations to dispose of the unit after removing the lithium ion battery and AC adapter.

■ Product specifications

Body

Name	3D Neck Massager
Model	MN-001
Category	Machine appliance 77 vibrator
General name	Household massager
Type of medical device	Controlled medical device
Certification number	228AHBZX00016000
Purpose of use and effects	Use it for general household as a substitute for massage
Power supply	AC100-240V~50-60Hz / lithium ion (DC11.1V 1800mAh)
Rated power consumption	18W (heat only :8W)
Charge time	3.5 hour (up to full)
Battery duration	40min (heater on)
Count of charging	450
Count of kneading	30/min
Heater temperature	50°C ± 3°C
Surface temperature when heated	40°C ± 3°C
Timer	15 minutes (±10%)
Environmental temperature and humidity for operation	+10~+40°C 30~85%RH
Environmental temperature and humidity for storage	0~+40°C 10~85%RH
Size	W450×H145×D600mm
Weight	1.56kg (body only)
Accessories	AC adapter, instruction manual
Material	ABS, Polyacetal, Synthetic leather
Manufacturing vendor	Dream Factory Inc. Osaka Japan
Manufacturer	SHENZHEN COMFORT TECHNOLOGY CO., LTD. 3# NANMEI ROAD, XINER INDUSTRIAL ZONE, SHAJING TOWN, BAOAN DISTRICT, SHENZHEN, CHINA Certification number:BG10500976
Country of manufacture	China

AC adapter

Model	IVP1280-2000 P
Rated input	AC100-240V~50-60Hz 65VA
Rated output	DC12.8V 2.0A

● About replacing the installed battery

The built-in battery has chargeable / dischargeable times. If it cannot be fully charged and the battery life is low, please see troubleshooting (P.9). If it does not improve, the battery is out of life. Replacement of battery is chargeable. Labor may apply. Do not attempt to replace the battery yourself. Contact the store you purchased from or local supplier.

■ Warranty and after-sales service

Please contact the store where the product was purchased or local supplier for information about use, care and repair.

● Written warranty

Please obtain a warranty from the store at the time of purchase and record the date of purchase and the store name. Keep the warranty in a safe place.

● Request for repair

Please see "Troubleshooting" (P.9) as a reference. If the situation does not improve or occurs frequently, remove the AC adapter and contact the store where the item was purchased or local supplier with the following information:

- Date of purchase
- Name of purchased store
- Current situation (details of problem)

● We will repair the unit in accordance with the provisions of the warranty card if a repair is requested within the warranty period. There may be charges even during the warranty period. Please read the warranty carefully.

Warranty period: Written on the warranty

● After the end of the warranty period, for a fee, we will diagnose the problem and repair the device if it is repairable. The repair price includes the following components:

Technical fee: Diagnosis, repair, adjustment and inspection

Parts fee: Parts used for repair and auxiliary materials


Travel fee: Cost of dispatching an engineer to a repair location

Return shipping fee: Fee to return the repaired product

※The minimum retention period of the parts necessary to maintain the function of the product is five years from the end of manufacture.

● Other questions

Please contact at your purchased store or local supplier for further assistance.

Please inspect 3D Neck Massager from time to time.					
 Inspection	<table border="1"><tr><td style="text-align: center;">Do you see any of the following problems?</td><td style="text-align: center;">Please do not use</td></tr><tr><td><ul style="list-style-type: none">•Smoke, strange odor or noise•AC adapter is extremely hot•Does not charge when moving the cord•Foreign material or water has gotten inside•Deformation or damage on the body or cover•Any other problem</td><td><p>Remove the AC adapter from the outlet and turn the power off. Please contact at your purchased store or local supplier to avoid a mechanical failure or accident.</p></td></tr></table>	Do you see any of the following problems?	Please do not use	<ul style="list-style-type: none">•Smoke, strange odor or noise•AC adapter is extremely hot•Does not charge when moving the cord•Foreign material or water has gotten inside•Deformation or damage on the body or cover•Any other problem	<p>Remove the AC adapter from the outlet and turn the power off. Please contact at your purchased store or local supplier to avoid a mechanical failure or accident.</p>
Do you see any of the following problems?	Please do not use				
<ul style="list-style-type: none">•Smoke, strange odor or noise•AC adapter is extremely hot•Does not charge when moving the cord•Foreign material or water has gotten inside•Deformation or damage on the body or cover•Any other problem	<p>Remove the AC adapter from the outlet and turn the power off. Please contact at your purchased store or local supplier to avoid a mechanical failure or accident.</p>				

MEMO

Free warranty regulation

1. Under the conditions of use according to the instruction manual, if the product fails within the warranty period, we will repair it free of charge.
※When requesting a free repair, please present the actual product and warranty card to the purchase store or local supplier together with the proof of Purchase.
2. Even within the warranty period, a fee will be charged in the following cases:
 - 1) Mechanical failure or damage caused by usage other than that described in the instruction manual
 - 2) Mechanical failure or damage due to unauthorized repair or remodeling
 - 3) Mechanical failure or damage due to dropping after purchase
 - 4) Mechanical failure or damage after use for a non-household purpose
 - 5) If no warranty was provided
 - 6) If the warranty has no written information on the date of purchase, customer name, address or purchase store or there is any sign of this information having been rewritten or unable to provide the proof of purchase.
 - 7) Mechanical failure or damage due to installation in a vehicle or ship
 - 8) Mechanical failure or damage due to incorrect voltage, the use of a power source other than the specified power source, or a natural disaster such as a fire, earthquake, flood or lightning
 - 9) Mechanical failure or damage due to a repair or remodel of the product outside of DOCTORAIR
 - 10) Replacement of expendable parts or accessories other than the main body
 - 11) Replacement of lifetime parts due to the wear and deterioration of consumables
3. This warranty will not be reissued, so keep it in a safe place. In the case of the repair of consumable parts, the customer is responsible for the cost of shipping and the parts fee, technical fee and travel expenses.
- This warranty promises free repair under the specified conditions for the specified period. This warranty does not restrict your legal rights. Please contact the at your purchased store or the local supplier store about repair after the warranty period.
The minimum retention period of the parts necessary to maintain the function of the product is five years from the end of manufacture.