RENPHO

User Manual

Shoulder & Neck Massager

Model: RF-SNM060



Thank you for choosing the RENPHO Shoulder and Neck Massager. Please read this user manual before using the product and retain it for future reference.

CAUTION

- TO REDUCE THE RISK OF ELECTRIC SHOCK, **DO NOT** REMOVE THE COVER. THERE ARE NO SERVICEABLE PARTS INSIDE.
- TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.



The lightning flash with arrow-head symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" with the unit's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance(servicing) instruction in the literature accompanying the unit.

IMPORTANT: To reduce the risk of electric shock, this product has a polarized plug (one prong is wider than the other). For safety reasons, this plug will only fit into a polarized outlet the correct way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. **DO NOT** bypass this safety feature in any way.

IMPORTANT SAFETY INSTRUCTIONS

All of the safety and operating instructions should be carefully read, adhered to, and followed before the unit is operated. When using an electrical appliance, basic precautions should always be attended to including the following:

DANGER

To reduce the risk of electric shock:

1. Always unplug this appliance from the electrical outlet immediately after using it and also before cleaning.
2. **DO NOT** reach for an appliance that has fallen into water. Unplug immediately.
3. **DO NOT** use the massager while bathing or showering.
4. **DO NOT** place or store the appliance where it can fall or be pulled into a tub or sink.
5. **DO NOT** place in or drop into water or other liquids.
6. Never use pins or other metallic fasteners with this appliance.
7. Carefully examine the covering before each use. Discard the appliance if the covering shows any signs of deterioration, such as blistering or racking.
8. **DO NOT** operate it in a wet or moist environment. Keep the massager dry.

WARNING

To reduce the risk of burns, fire, electric shock, or injury to persons:

1. The appliance should never be left unattended while on.
2. **DO NOT** operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
3. Close supervision is necessary when this appliance is used by or near children, invalids, or disabled persons.
4. Use this appliance only for its intended use as described in this manual. **DO NOT** use attachments not recommended by the manufacturer.
5. Never operate this appliance under these circumstances: the massager has a damaged cord or plug; the massager has been damaged or encountered a heavy fall; the massager has been dropped into water. **DO NOT** attempt to fix it yourself. Return the appliance to a service center for examination and repair.
6. **DO NOT** carry this appliance by its power supply cord or use the cord as a handle.
7. **DO NOT** crush this appliance when storing away.

8. Keep the cord away from heated surfaces.
9. Never drop or insert any object into any openings.
10. **DO NOT** operate where aerosol (spray) products are being used or where oxygen is being administered.
11. **DO NOT** operate in the presence of explosive or flammable fumes.
12. To disconnect, set all controls to the off position, then remove the plug from the outlet.
13. **DO NOT** overload the electrical outlet. Use only the power source as indicated.
14. To avoid the risk of electric shock, **DO NOT** disassemble or attempt to repair the appliance. Incorrect repair can cause risk of electric shock or injuries when the unit is used.
15. Never remove the plug from the outlet by pulling the power cord.
16. Before use, please consult a medical professional if you have any of the following: thrombus, aneurysm, vein dilatation, spinal bending, heart disease, hypertension.
17. **DO NOT** use simultaneously with artificial heart, electrocardiogram scanner, or electronic medical equipment.
18. People sensitive to heat must use the heated feature with caution.
19. Stop using if you feel unwell.

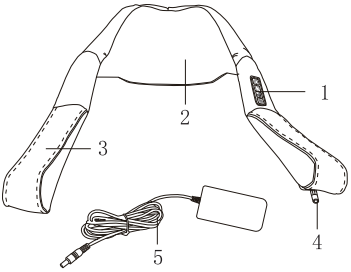
The device is **NOT** to be used for commercial use or medical purposes. If you have health concerns, consult your doctor before using the Shiatsu Neck and Back Massager

ONLY use indoors!

DO NOT use the device in damp rooms (e.g. when bathing or showing)

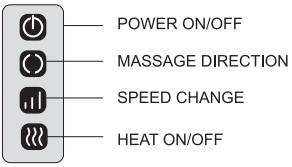
- **DO NOT** Wash!
- **DO NOT** dry clean!
- After using this device for 20 minutes, allow it to cool for 30 minutes before using again

PRODUCT FEATURES



1. Control Panel
2. Shiatsu Nodes
3. Positioning Handles
4. DC Power Port
5. Power Adapter

OPERATION INSTRUCTION

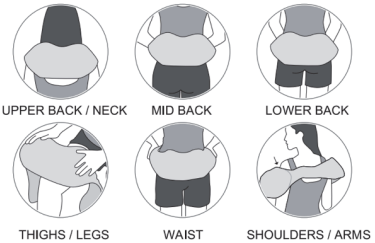


1. Connect the Power Adapter into the DC Power Port then plug the Power Adapter into an electric outlet.
2. Grip the Positioning Handles and drape the main unit around your neck with the Shiatsu Nodes at the center of your back.
3. Press “” the POWER ON/OFF Button. The massager will turn on.
4. Press “” the MASSAGE DIRECTION Button to change the massage direction.
5. Press “” the HEAT Button to activate heat; press it again to deactivate heat.

6. Use the Positioning Handles to reposition the Shiatsu Nodes to other areas of the neck and back.
7. Press “ ” the POWER ON/OFF Button at any time to turn the unit off.
8. The unit shuts off automatically after 15 minutes of continuous use.

NOTE: Using the heat function for more than 15 minutes at a time is **NOT** recommended. Allow the massager to cool between heat cycles.

MASSAGE AREAS



PRODUCT CARE AND MAINTENANCE

1. Place the massager in a safe, cool, and dry place when not in use.
2. After unplugging, wipe with a soft, damp cloth using non-abrasive cleaners.
3. Never submerge the unit in any liquid.
4. Keep away from all solvents and harsh detergents.
5. **DO NOT** attempt to repair this massager. There are no user-serviceable parts.

SPECIFICATIONS

Model: RF-SNM060
Input: 12V ⎓ 2.5A
Rated Power: 30W
Package Content: Massager, Power Adapter, User Manual

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
Massager doesn't turn on	Power adapter plug is loose	Reconnect the plug to the outlet
	Power is off	Press the power button to turn on the massager
	No power	Try a different power outlet
Shuts off automatically	The 15-minute timer	The massager has a timer and will turn off on its own after 15 minutes. You can press the power button to start another 15 minute massage
	The massager's overheat protection feature will switch off the massager automatically when too hot	Wait for the massager to cool down before powering it back on

WARRANTY POLICY

Your RENPHO product purchase is covered by a one-year limited manufacturer warranty from the date of delivery.

For warranty terms and conditions, please visit:
https://renpho.com/pages/warranty-terms-and-conditions

Note: Product registration is not required for the warranty.
If you choose not to register your product, it will not diminish the product warranty.

CUSTOMER SERVICE

Please feel free to contact us if you have any questions or concerns. RENPHO Customer Service Team guarantees a quick response and hassle-free solutions to any issue you may have within business hours.

TEL: +1(844) 417 0149 (US ONLY)
Monday-Friday 9:00AM-4:30PM
1800 MY RENPHO (1800 69 7367) (AU ONLY)
Monday-Friday 9:00AM-6:00PM (AEST)
Email: support@renpho.com (US&CA)
support-au@renpho.com (AU)

*For defective products or the return of items, please contact us with your order number within the specified warranty period. DO NOT dispose of any product parts as they may be required for inspection/repair.

FCC Regulatory Compliance
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 not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Note: 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.

ISED Regulatory compliance
This device complies with Industry Canada licence-exempt RSS standard(s).
Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
(1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

US Importer: JOICOM CORPORATION
14129 The Merge Street, Building 3 Unit A, Eastvale, CA 92880

Manufacturer: Shenzhen Ruiyi Business Technology Co., Ltd.
Qianhai Complex A201, Qianwan Road 1, Qianhai Shenzhen-Hong Kong Cooperation Zone, Shenzhen, P.R.China

Made in China