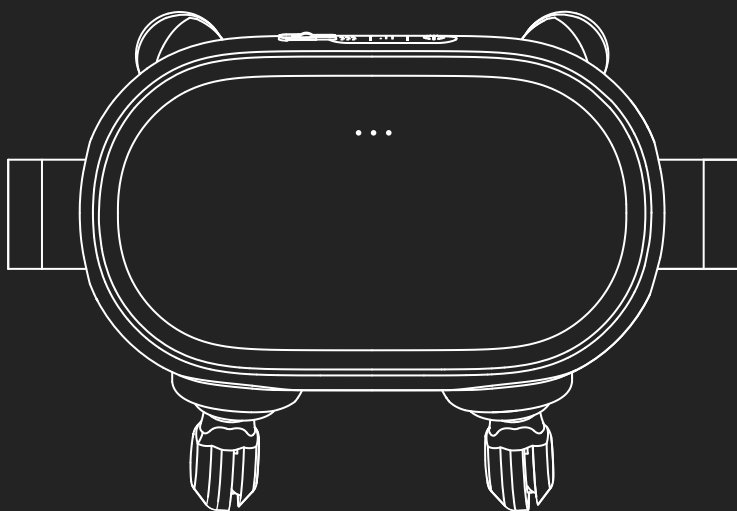


Nekteck

User Manual

CORDLESS KNEADING NECK MASSAGER

Model No.: NK-NM11



Questions or Concerns?

Contact us at support@nekteck.com



RoHS
Made in China



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I IMPORTANT SAFEGUARDS

PROHIBITIONS:

1. Please read the user manual carefully. Avoid using the product continuously for an extended period of time to prevent muscle soreness due to excessive massage.
2. Do not use the product while lying flat or in a semi-reclined position.
3. Avoid using the product during precise operations or while driving.
4. Do not use the product in areas where surgery has been performed or if you have skin damage, redness, inflammation, congestion, or other discomfort symptoms.
5. Individuals with a history of heart disease, acute illness, skin diseases, malignant tumors, blood disorders, osteoporosis, soft tissue diseases, stroke, or other physical abnormalities should not use the product.
6. Individuals with slow movement, physical and mental discomfort, or intellectual disabilities should not use the product. If usage is necessary, please follow medical advice.
7. Pregnant women and those in their menstrual period are not recommended to use the massager. If usage is necessary, please follow medical advice.
8. When storing the product, please keep it in a place not easily accessible to children.
9. Children under 8 years old are prohibited from using the product. Children aged 8-12 must use the product under the guidance and supervision of parents or a capable supervisor.
10. Do not use sharp objects to scratch or pierce the product.
11. Do not disassemble the internal components of the product without permission to avoid machine failure.

USAGE PRECAUTIONS:

1. This product is a household electronic health care product and is not intended for use as a medical device. It is not suitable for diagnosis, treatment, or other commercial purposes.
2. Before use, please remove any accessories or items that may affect the massage on the massage area.
3. If there is pain or discomfort in the massage area during use, please stop using the product.
4. In case of any abnormal phenomenon during use, please turn off the power immediately, disconnect the power supply, and contact the customer service hotline. Do not attempt to disassemble or repair the product on your own.

5. The massage area has a heating surface, and individuals who are sensitive to heat should be cautious during use.
6. When using in other specific environments, please comply with safety regulations.
7. Please use the charging cable provided by the company, charge the product with a standard adapter, and pay attention to electrical safety.
8. Keep this product away from water sources, open flames, and corrosive environments.

WARNING:

To reduce the risks of burns, fire, electric shock or injury, please read all instructions before using.

IMPORTANT SAFETY INSTRUCTION

1. Do not pull and stretch wires intentionally to avoid damaging them, as it can make them electrically dangerous.
2. When unplugging, please hold the entire power plug. Do not pull out by the cord.
3. Stop using it when this appliance is not working or out of service.
4. Do not use this appliance after meals, drunk and strenuous exercises.
5. Keep children away from using and playing with this appliance.
6. Avoid dropping or inserting hands and feet into any opening.
7. Do not operate this appliance with wet hands and wet feet.
8. Stop using wire if it is damaged, please change a new wire.
9. Stop using immediately if you experience any discomfort.
10. Do not clean this appliance with water. If it is dropped into water, please stop using.
11. Do not attempt to disassemble this appliance, it may cause personal damages and property loss.
12. Do not use this appliance in bathroom, kitchen and any other places with environment of high temperature, high air pressure, humid, fire etc.
13. Keep this appliance from pins and other sharp items. If damaged, please return to service center for Examination and repair.
14. Do not clean this appliance while power charging.
15. Please read the user manual carefully. Do not use the product continuously for long periods to prevent muscle pain or skin damage caused by excessive massage.
16. Do not use the product on areas that have undergone surgery or have skin damage, redness, inflammation, or congestion.

17. This product is a household electronic health product and is not intended for medical diagnosis, treatment, or other commercial purposes.

PEOPLE WHO DON'T USE THIS PRODUCT

Following people please consult with doctors before use

- Patients that are under treatment or post-surgery patients.
- Patients who suffer from high blood pressure, cardiac disease, cerebral arteriosclerosis or cerebral thrombosis.
- Patients who suffer from malignant tumor.
- Pregnant women or women during menstruation.
- Patients who suffer from osteoporosis.
- Persons with cardiac pacemakers or have implantable medical device.
- Patients who suffer from acute diseases.

CAUTIONS

1. Keep children away from this appliance; it may cause danger to them.
2. Close supervision is necessary when the product is used by invalids, handicapped, or with any form of Physical, sensory or mental incapability and with limited experience and knowledge of the product(Including children).
3. There are heat generation components inside, heated surface may cause serious burns to persons.
4. Do not pull or drag the wire intentionally or hang things on the wires. Make sure to unplug by holding the entire power plug to avoid causing damage to the wires.
5. If the wire is damaged, please ask the manufacturer or an authorized maintenance institution/team to change the wire to avoid danger.
6. Do not cover this appliance with any blankets while it is in use. This may cause the temperature to rise, resulting in malfunction or damage.
7. Do not press the buttons hard or with fingernails. Keep water and wet hands away from the panel and buttons.
8. Never drop or insert any object into any opening in this appliance.
9. Do not use this appliance one hour before or after meals.
10. Do not use this appliance if you are drunk or feeling unwell. Stop using it immediately if you experience any discomfort.

11. Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
12. Stop using this appliance if it stops working. Please return it to the manufacturer or an authorized maintenance department for repair.
14. This product is not intended for self-diagnosis or self-treatment.
15. Stop using immediately when heat causes any discomfort or warming temperature keeps going high.

ENVIRONMENTAL CONDITIONS

1. Do not use this appliance in an excessively dusty or humid environment such as bathroom sincethis may result in malfunction,electric shock or damage to the persons.
2. Do not use this appliance in a room with temperature of 104°F or higher. Do not expose this appliance to heaters or stoves.
3. Do not use this appliance outdoor or expose it long under direct sunlight.



**SAVE THESE INSTRUCTIONS
HOUSEHOLD USE ONLY**

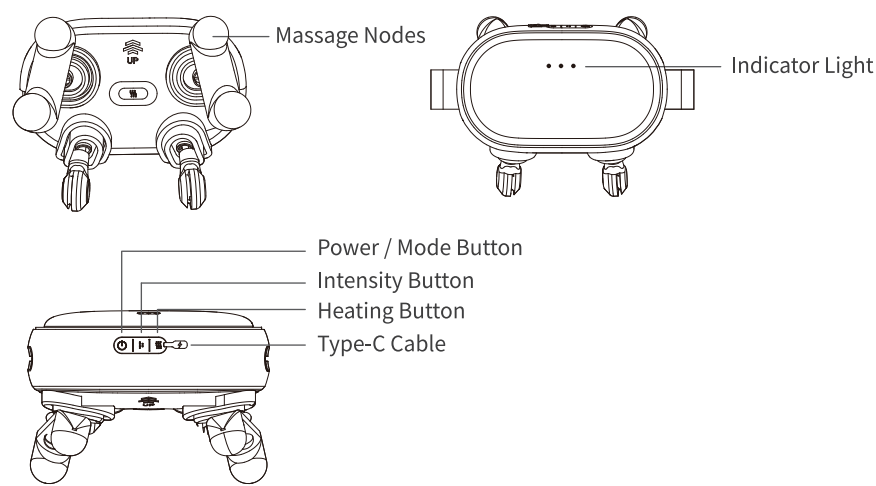
GETTING TO KNOW YOUR CORDLESS NECK MASSAGER

1) PRODUCT FEATURES

1. Highly simulated hand massage, deeply relaxes shoulder and neck muscles and relieves fatigue.

- 2. Skin-friendly fabric that can be disassembled and washed, making the massage cloth cover more hygienic for use.
- 3. Quiet massage mechanism with library-level silence, enhanced by a comforting hot compress experience.
- 4. Built-in high-capacity safe battery for wireless portable use, providing long battery life.

2) PRODUCT DIAGRAM



3) PACKAGE CONTENTS

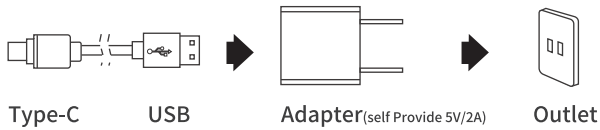
- 1 x Cordless Neck Massager
- 1 x User Manual
- 1 x USB Cable

4) SPECIFICATIONS

Product name:	Cordless Neck Massager
Model:	NK-NM11
Charging interface:	Type-C
Input voltage:	5V2A
Battery capacity:	2600mAh
Massage time:	10minutes
Product weight:	1.15 kg / 2.53 lbs
Product size:	197*168*140 mm / 7.76×6.61×5.51 inch

I BEFORE FIRST USE

- Before use, please check if the product and accessories are complete and undamaged.
- Before first use, please charge it for about 2.5 hours to ensure it is fully charged.
- When charging, connect the port of the adapter to the charging port, and plug the adapter into an AC power outlet.(As shown below)



- Please be sure to fully charge it before first use. The product cannot be turned on while charging. The battery indicator light flashes white when charging, and stays white when fully charged.
- When the battery is low, the battery indicator light will flash 5 times quickly. Please charge as soon as possible.
- Please check that the product is not damaged before use.
- Please remove necklaces, metal accessories, etc. before wearing to avoid discomfort during use.
- Please adopt a comfortable posture and completely relax your body.
- Wear the massager on the shoulder and neck, and adjust it to the most comfortable position, and then start the massage.
- * It is normal for the host and the power adapter to heat up slightly during charging.

OPERATING INSTRUCTIONS

BUTTON	FUNCTION
 POWER/MODE BUTTON	Long press to turn the power on and off. It will default to forward rotation + heating + low intensity when turned on. Short press to switch to reverse mode, short press again to switch to intermittent working mode, and short press again to return to forward mode, and so on.
 INTENSITY BUTTON	The power is turned on by default at low speed. Short press to switch to high speed, short press again to switch to low speed, and the cycle continues.
 HEATING BUTTON	The heating function is turned on by default when the power is turned on. Short press to turn off the heating function, short press again to turn it on, and the cycle continues.
TIMING FUNCTION	The default working time of the product is 10 minutes. After running for 10 minutes, the product will automatically shut down. If you want to continue, please restart it.

CHARGING INSTRUCTIONS:

1. Working Indicator Light: The device defaults to heating up after startup, indicated by a white light; when heating is turned off, a green light will appear.
2. Power Indicator Light: The device is equipped with three indicator lights to display the battery level in stages. For instance, if the battery level is at 100%, all 3 lights will be on; below 66%, 2 lights will be on; below 33%, only 1 light will be on. In low battery situations, the indicator light will flash quickly 5 times and then power off, depending on whether the heating function is active or not.
3. Charging Indicator Light: During the charging process, the indicator light will blink slowly, gradually illuminating 1/2/3 lights according to the battery level. When fully charged, all 3 white lights will stay on continuously.

Note: It is normal for the main unit and power adapter to generate slight heat during charging.

CHARGING COMPLETE:

After charging is complete, please unplug the power source.

CARE & MAINTENANCE

1) PRODUCT CLEANING

Before cleaning, ensure that the power switch is turned off and the power plug is unplugged from the socket. For cleaning the exterior, you can use a damp cloth or cloth dipped in 75% alcohol to wipe the smooth surface. Do not use water for rinsing.

Note:

- **Do not** expose the product to direct sunlight or high temperatures to prevent discoloration.
- **Do not** insert or remove the power plug with wet hands.
- **Do not** rinse the product with water or allow water or other liquids to enter the product.
- **Do not** use corrosive cleaning agents such as benzene or diluents, as they may cause discoloration and corrosion.
- When the product is damp, do not disassemble it; let it air dry naturally.

2) STORAGE

If the storage time exceeds 2 months, please open the box, check, and charge the product before use. If the product is not used for an extended period, cover it with a dust cover (purchase separately) to prevent dust from settling.

3) MAINTENANCE

Keep the product clean and away from high humidity, high-temperature environments, and areas with volatile gases. Take measures to prevent moisture, rodents, and dirt; do not place heavy objects on the product. In case of malfunctions, seek professional technicians for repairs. Non-professionals should not disassemble the product on their own.

4) PRECAUTIONS WHEN DISCARDING PRODUCTS

Please support the recycling of rechargeable batteries (lithium-ion batteries) The lithium-ion battery used in this product is a valuable resource that can be recycled and recycled. Please remove the lithium-ion battery after use and discard it, and hand it over to a professional organization that can recycle rechargeable batteries for disposal.

DANGER

- The battery used in this product is a professional rechargeable battery and should not be used in other products.

- **Do not** charge the removed rechargeable battery.
- **Do not** throw it into the fire to overheat it.
- **Do not** pierce with nails, impact by gravity, or perform disassembly or modification.
- **Do not** connect the positive and negative electrodes of the battery directly with metal.
- **Do not** store it with necklaces, hairpins, etc.
- **Do not** charge, use, or place it in high-temperature places such as near the stove or in the scorching sun. The above conditions can cause heat, fire, rupture, and other phenomena.

WARNING

- Please keep the removed rechargeable battery out of the reach of infants and young children to prevent it from being accidentally swallowed. In case of being swallowed by mistake, please seek medical treatment immediately.
- When the battery fluid leaks, do not touch the fluid with bare hands, and handle it as follows.
- When the battery fluid gets into the eyes, there is a danger of blindness. Do not rub your eyes directly with your hands. Wash them with clean water immediately and seek medical treatment. When the battery fluid gets on your body or clothing, it may cause skin inflammation or injury. Please rinse with water, and seek medical advice immediately if discomfort persists.

5) STEPS TO REMOVE THE BATTERY

1. Cut off the external power supply and remove the product shell;
2. Unplug the power from the battery;
3. Remove the battery;
4. Please place waste batteries at a fixed recycling point;
5. Please abide by the local environmental protection laws and disposal guidelines, and care for the environment.

I TROUBLESHOOTING

QUESTION	POSSIBLE CAUSE	SOLUTIONS
Won't turn on	Battery power is insufficient	Plug in to charge
The product does not work	Low battery	Charge it and then use it again
	Working too long, the motor's overheating protection activated	Let the motor cool down then continue using
Stops during use	Working time is finished; Auto off activated	Restart please
	Low battery	Charge it and then use it again
Weak massage	Low battery	Please charge in time
No heat compress	The hot compress function is not turned on	Please turn on the hot compress function
When the product is working, it's smoking and giving off internal odor	Product failure	Stop using the product, turn off the power supply and send it for repair/replacement
The charging indicator light is not on product failure	The Type-C socket has poor contact/poor power contact	Please use the charging cable provided by the company and then pull and plug the Type-C charging cable/power cord

If you still cannot solve the problem after investigation, please contact the customer service support: support@nekteck.com.

FCC STATEMENT

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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 of the following measures:

- Reorient or relocate the receiving antenna.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/TV technician for help.

FCC RADIATION EXPOSURE STATEMENT

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions to satisfy RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body. The availability of some specific channels and/or operational frequency bands are country-dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

I WARRANTY INFORMATION

We grant 1 year warranty on the product commencing on the date of purchase. Within the guarantee period, we will eliminate any defects in the appliance resulting from faults in materials or workmanship. Please contact us at: support@nekteck.com to launch a warranty claim.

This guarantee does not cover: damage due to improper use, normal wear or use as well as defects that have a negligible effect on the value or operation of the appliance. The guarantee becomes void if repairs are undertaken by unauthorized persons and if original product parts are not used.

I CUSTOMER SUPPORT

1. If you have any product questions or concerns, please don't hesitate to contact us directly at support@nekteck.com or visit our website at: www.nekteck.com.
2. We have a hassle-free warranty and customer service team for satisfactory solutions to any issues you might have.



Email: support@nekteck.com

We will reply to your message within 24 hours!

Nekteck



QUESTIONS & CONCERNS?
Contact us at support@nekteck.com

