

# TENKER

## SHOULDER MASSAGER WITH HEAT

Model: RD-M2808R



**USER MANUAL**

✉ [support@tenkershop.com](mailto:support@tenkershop.com)

☎ 1-855-882-2999



## A Big Thank You

Dear Customer,

Thank you for choosing TENKER product and becoming our valued customer. At TENKER, we're committed to providing you with products that take care of you and do enhance your daily life. Happy customers make us proud and we hope that this product will bring the most convenient and enjoyable experience for you.



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## PRODUCT FEATURES

- Sleek stylish appearance and streamlined design;
- Specially engineered design obtains 8 built-in deep-kneading nodes for simultaneous shoulder and neck relaxation;
- The massager is enriched with a hand-held strap to achieve the best fixation.
- 8 massage nodes alternately rotate clockwise and counterclockwise;
- Applicable for: neck, shoulders, waist, back, legs, and other parts of your body;
- Built-in 15 minutes timer function;
- Heating function promotes the muscles' blood circulation.

### **Note:**

**Use heated surfaces carefully. The unattended use of heat by children, incapacitated persons, people with non-sensitive skin may be dangerous.**

## PRODUCT OVERVIEW



## CONTROL PANEL OVERVIEW



### POWER ON/OFF BUTTON:

Press once to turn ON/OFF the massager



### DIRECTION BUTTON:

Press once to set clockwise or counterclockwise massage ball rotation.



### SPEED SWITCH BUTTON:

Adjust the speed of the massage ball.



### HEATING FUNCTION BUTTON:

Press once to turn ON/OFF the heating function.

## HOW TO USE

- Insert the DC connector plug into the DC power receptacle. Insert the AC power plug into the AC power socket.
- Press the POWER ON/OFF button.
- Press the DIRECTION button, the massage balls' rotation direction will be changing every 60 seconds.
- Press the DIRECTION button to change the massage balls' rotation direction instantly.
- Press the SPEED SWITCH button to change the speed (3 speed levels are available).
- Press the HEATING FUNCTION button to turn the heating on.



## **SAFEGUARDS AND MAINTENANCE**

In order to keep the massager in the best condition, please read this section carefully before the first use. The massager can only be used in accordance with the functional description of this instruction manual.

- 1** This appliance may not be used by persons with physical disability, sensory or neurological deficiencies, lack of experience and common sense (including children), unless they are supervised and guided by those who are responsible for their safety.
- 2** Children must be supervised by their parents to ensure that they do not play with the equipment.
- 3** Do not massage on the surface of wounded or decayed areas.
- 4** Do not exert all your strength to press the machine when you are using it standing or sitting, in order to prevent the appliance work overload.
- 5** If you are the first time to use massager product, please do not use it for a long time. It is better to use the massager only 15 minutes, and you could use it for longer period of time after you adapt it. If you feel the massager strength is too strong, it is recommended to put a thick towel on the kneading nodes.

- 6** Do not use this device while bathing or showering.
- 7** Stop using the massager and turn off the power immediately, when the temperature is too high or bad smell appears.
- 8** Turn off the power and unplug it in case you no longer use the massager. Do not pull the electric wire roughly.
- 9** Use soft cotton cloth or mild detergent to clean the massager.
- 10** Do not use/store the massager in a wet or high temperature areas.
- 11** Do not trample, throw and press the massager heavily.
- 12** The following users must consult their doctor before use:
  - People with cancer or those who suffer from chronic, major, severe heart diseases;
  - People with a pacemaker or implanted medical device;
  - People with other metal appliances, such as prostheses;
  - Pregnant women and children;
  - Patients with mental illness.
- 13** Do not pull the massager's power wire.
- 14** If the massager falls into the water accidentally, you should turn off the power and unplug the power plug from the outlet immediately. Do not remove the massager from the water immediately.

- 15** Do not use the massager close to the electric heater and other heat sources.
- 16** Do not use the massager with the accessories or parts, which are not provided by Nursal company.
- 17** Do not take the massager apart or replace its parts privately, otherwise, the warranty and the relevant after-sales service will be no longer applicable.
- 18** Do not disassemble the zipper for your personal safety and the lifespan of the product. The manufacturer will not be responsible for any consequences arising regarding this violation.
- 19** Do not use the massager within 1 hour after taking any meals.
- 20** This device is not intended to replace medical treatment. Consult your primary care physician before using the massager if you are pregnant.
- 21** Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the Nursal company.

## **PRODUCT SPECIFICATIONS**

### **PRODUCT NAME:**

Neck & Shoulder Massager

Product Type: RD-M2808R

Voltage: AC100-240V; 50/60Hz; DC 12V 2A

Rated power: 24W

### **ACCESSORIES:**

Massager x1;

User Manual x1;

Car charger x1;

Adapter x1;

Carry bag x1;

## TROUBLESHOOTING

ISSUE	CAUSE	SOLUTION
The massager doesn't work	1. The adapter is not connected or not properly connected. 2. Poor connection between the power socket and the power plug; 3. The appliance is not turned on.	1. Turn the power on; 2. Insert the AC power plug into the AC power socket; 3. Charge the product.
The massager strength is gentle or becomes more gentle during the usage.	1. The position/posture is wrong; 2. The massager strength is strong because your body is too close to the massager or you have not adapted yet; 3. Clothes are too thick to feel the massager strength.	1. Adjust the placement angle/change your posture until you feel the intensity is good enough; 2. Adjust the distance between your body and the massager, or put a towel on the massage balls; 3. Remove clothing as needed.
A squeaking/sneezing noise appears during the usage.	1. It is a regular massager engine operating sound; 2. The working time of the massager is too long; 3. Mechanical parts are damaged;	A user doesn't need to solve it individually.





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