EN: MASSORA – USER MANUAL

Shoulder and Neck Massager

PRODUCT INTRODUCTION

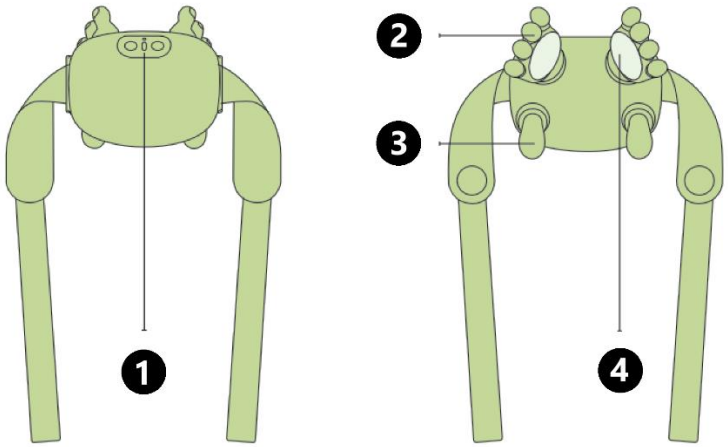
Product Name: MASSORA
Model: FZ-831 / N7
Battery: 2 × IMR18650 Li-ion, 3.7V, 2000mAh, 7.4Wh
Rated Input: 5V
Rated Power: 10W
Applicable Standards: GB4706.1-2005, GB4706.10-2008

Note: Please refer to the actual product. Illustrations in this manual are for reference only. Product updates may occur without prior notice.

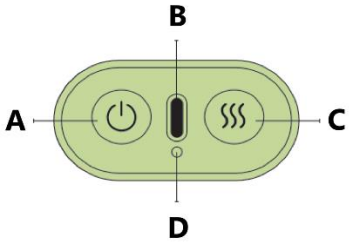
PRODUCT FEATURES

1. **Dual Palm Kneading Massage**
   Simulates a real hand massage with ten-finger kneading to accurately target acupressure points.
2. **Skin-Friendly Material**
   Made from food-grade silicone for a soft, comfortable touch similar to a human hand.
3. **Lightweight and Portable Design**
   Weighs only 760 g, reducing shoulder strain and making it easy to carry.
4. **Powerful Performance**
   Equipped with a brushless silent motor for smooth and comfortable massage operation.
5. **Simple Button Control**
   One-button operation for easy use and quick start.
6. **Adjustable Heat Function**
   Features a warm compress function with adjustable temperature levels for deeper relaxation and improved comfort.

PRODUCT OVERVIEW

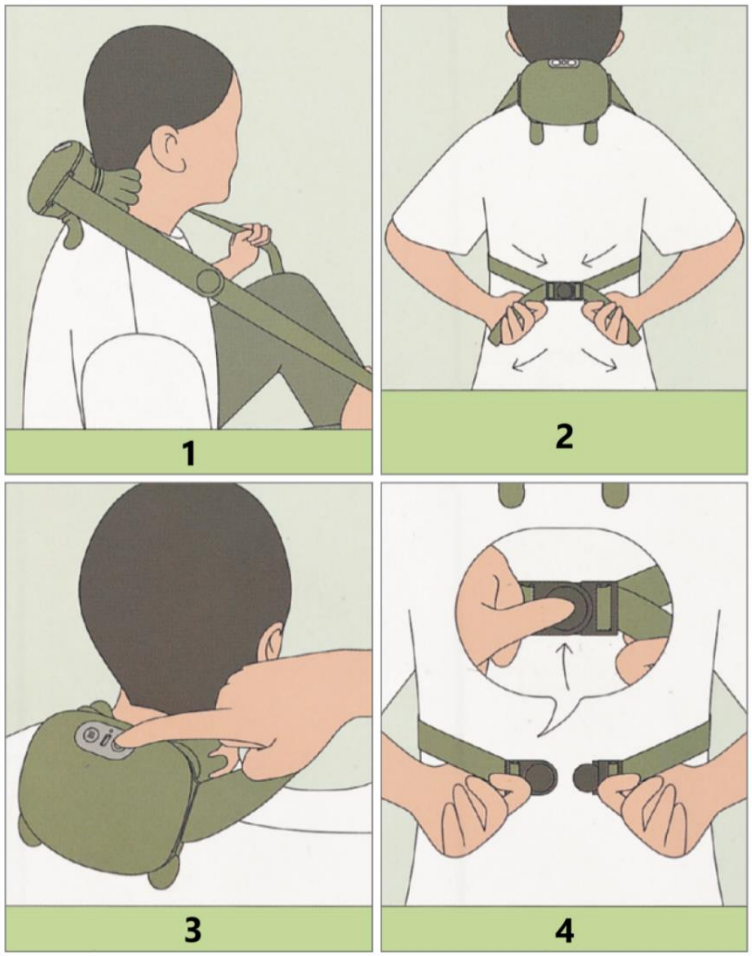


1. Control Buttons
2. Upper Massage Head
3. Lower Massage Head
4. Hot Compress Area



A. **Power Button**
   Press and hold for 3 seconds to turn the device on or off. Short press to switch massage modes.
B. **Charging Port**
C. **Hot Compress Button**
D. **Indicator Light**

PRODUCT USE



1. Place the massager comfortably on your shoulders.
2. Pull the buckle behind your back and fasten it securely. Adjust both straps to equal length to avoid discomfort caused by uneven tension.
3. Press and hold the power button for 3 seconds to start the device.
4. After use, press the buckle to release the shoulder strap and remove the device.

BUTTON FUNCTIONS

Power On/Off

Press and hold the power button for 3 seconds to turn the device on or off.

When powered on:

- The white indicator light turns on.
- The device defaults to Massage Mode 1 and Low Heat mode.
- The default massage duration is 15 minutes. After completion, the device automatically turns off and the white light switches off.

Massage Mode Switching

When powered on, short press the power button to cycle through massage modes:

1. Massage Mode 1 – White light flashes once
2. Massage Mode 2 – White light flashes twice
3. Massage Mode 3 – White light flashes three times

The heat setting remains unchanged when switching massage modes.

Heat Level Switching

When powered on, the device defaults to Low Heat mode.

Short press the hot compress button to switch heat levels:

1. Low Heat – Red light flashes once
2. High Heat – Red light flashes twice
3. Heat Off – Red light turns off

Switching the heat level does not affect the massage mode.

Charging Indicator

- White light on: Device is operating.
- Red light flashing: Low battery, please charge.
- Red light steady: Charging in progress.
- White light steady: Fully charged.

CLEANING AND MAINTENANCE

Storage

1. Store the product in its original packaging in a safe, dry, cool, and well-ventilated place when not in use.
2. Ensure the device is powered off before storage.
3. Do not hang the product by the charging cable.
4. Avoid scratching the surface with sharp objects.
5. Keep away from direct sunlight and high temperatures.

Cleaning

- Disconnect the power before cleaning. Do not touch the plug with wet hands.
- Wipe the surface with a soft, clean cloth.
- For stubborn dirt, dampen the cloth with water, wring it out thoroughly, and wipe the surface.
- Dry completely with a dry cloth before using the product again.

Maintenance

1. Keep away from high heat and humidity.
2. If not used for a long period, cover with a dust cover (purchased separately) to prevent dust accumulation.

OPERATING AND STORAGE ENVIRONMENT

1. Do not use in high temperature or high humidity environments.
2. Store in a dry place away from direct sunlight.
3. Avoid use in dusty or wet environments.
4. Do not use in vibration-prone or flammable areas.
5. Use only the supplied charging cable.
6. Turn off and unplug before cleaning.

COMMON PROBLEMS AND SOLUTIONS

If the device malfunctions, perform the following checks. If the issue persists, disconnect the power and contact professional service personnel. Do not disassemble the product yourself.

Problem	**Possible Cause**	**Solution**
Cannot power on	Low battery	Fully charge before use
	Device not started	Press and hold power button for 3 seconds
	Charging	Device cannot be used while charging
Cannot charge	Charging cable not properly connected	Ensure cable and port are securely connected
	Internal fault	Contact after-sales service

Problem	Possible Cause	Solution
Device stops during use	Low battery	Fully charge
	Timer completed	Restart the device
Weak massage intensity	Low battery	Charge promptly
No heat function	Heat not activated	Press hot compress button

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SAFETY PRECAUTIONS

Danger

Do NOT use this product together with the following medical electronic devices, as it may cause malfunction and serious risk:

- Pacemakers or other implantable medical electronic devices
- Life-support equipment such as artificial heart-lung machines
- Electrocardiographs and similar monitoring devices

Important Safety Information

- Read this manual carefully before use.
- If you experience discomfort during use, stop immediately and consult a doctor.
- If the device malfunctions, turn off the power immediately to prevent overheating or short circuits. Contact customer service for assistance.
- Do not plug or unplug the charging cable with wet hands.
- Do not use while wearing necklaces.
- Do not use while lying flat.
- Do not use in flammable or explosive environments (e.g., gas stations, dusty workshops).
- Do not use while driving or performing hazardous activities.
- Do not use while sleeping or unconscious.
- Keep out of reach of infants and children.
- Do not use on injured, swollen, inflamed, bruised, or recently operated areas.
- Do not use if you have heart disease, acute illness, malignant tumors, neurological disorders, blood pressure abnormalities, osteoporosis, stroke history, or bleeding tendencies.
- Elderly users over 65 years should consult a doctor before use and strictly control usage time.

Warning

- This is a personal care product and does not replace medical treatment.
- Do not use on the heart, head, chest, abdomen, genital area, or other sensitive areas.
- Do not use for more than 10 minutes on the same body area to avoid low-temperature burns or excessive stimulation.
- Users with reduced heat sensitivity should use caution to prevent burns.
- Do not disassemble, modify, immerse in water, or throw into fire.
- Do not expose the product to high temperatures.

- Do not use multiple units simultaneously.
- Do not operate with an external timer or remote control system.

Consult a doctor before use if you:

- Are receiving medical treatment
- Have infectious diseases
- Have abnormal blood pressure
- Have diabetes-related circulation issues
- Have a fever (over 38°C)
- Are pregnant or postpartum
- Have cognitive impairment

BATTERY DISPOSAL

Danger

- The rechargeable battery is dedicated to this product.
- Do not charge the battery after removal.
- Do not throw into fire, puncture, crush, or disassemble.
- Do not short-circuit battery terminals.
- Do not expose to high temperatures.

Improper handling may cause overheating, fire, or explosion.

Warning

- Keep removed batteries away from children.
- If swallowed, seek medical attention immediately.
- If battery fluid contacts eyes, rinse immediately with clean water and seek medical attention.
- If fluid contacts skin, rinse thoroughly with water and seek medical advice if irritation persists.

Battery Removal

1. Turn off the device.
2. Use a Phillips screwdriver to remove the casing screws.
3. Disconnect or cut the battery wires.
4. Remove and dispose of the battery properly.

INSTRUCTIONS FOR RECYCLING AND DISPOSAL:



This label means that the product cannot be disposed of as other household waste throughout the EU. To prevent potential damage tothe environment or human health from uncontrolled waste disposal. Recycle responsibly to promote the sustainable use of material resources. If youwant to return a used device, use the drop-off and collection system, or contact the retailer from whom you bought the product. The retailer can accept the product for environmentally safe recycling.



A declaration by the manufacturer that the product complies with the requirements of the applicable EU Directives.