

# wellcare



## NECK & SHOULDER MASSAGER

### **USER MANUAL**

**Model Number FE-4001**



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# Important Safety Instructions

## **READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

Read this manual thoroughly before first use, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to. Make sure you understand all instructions and warnings. Keep the manual in a safe place for future reference, along with any warranty information, your purchase receipt and the original packaging carton. If you sell or transfer ownership of this product, pass on these instructions to the new owner of the product.

**Always follow basic safety precautions and accident prevention measures, including the following:**

### **Usage conditions and restrictions**

- This product is intended for private use by adults only. It is not suitable for commercial or trade use. Do not use it for anything other than its intended purpose, and only use it as described in this manual.
- Bruising can occur regardless of the control setting or pressure applied. Check treated areas frequently and immediately stop using the device at the first sign of pain or discomfort.
- Never insert any objects into the ventilation holes of the product.
- This product is NOT intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Supervise children to ensure they do not play with the product. Close supervision is necessary if the product is used by or near children.
- Do not expose the product to direct sunlight or place it near a heater or other heat source. Do not use it outdoors.
- Only use the supplied applicators. Do not use any attachment that is not supplied by the manufacturer.
- Do not use the product while driving, straight after a meal, when drunk, or if there is risk that you might fall asleep.

# Important Safety Instructions (Cont.)

## Health matters

This product is a non-professional appliance designed to provide a soothing massage. Do not use it as a substitute for medical attention.

- **CAUTION: Consult your doctor prior to using this product:**
  - if you have any concerns regarding your health, or suffer from an illness that may give you cause for concern
  - if you are pregnant
  - if you have a cardiac pacemaker, artificial joints or electronic implants
  - if you suffer from one or more of the following illnesses and complaints: circulation disorders, varicose veins, open wounds, bruises, broken skin, inflammation of the veins.
- **CAUTION: Do NOT use this product:**
  - to supplement or replace medical treatment — chronic complaints and symptoms may be made worse
  - on swollen or inflamed areas or skin eruptions
  - if you suffer from any physical ailment that would limit your capacity to operate the control

## Care, cleaning and storage

- Before cleaning or maintaining the device, make sure it is disconnected from the power socket.
- Only clean the housing with a soft, dry or slightly damp cloth. Do not use liquid or aerosol cleaners. Do not use solvent or oil-based cleaners.
- Do not use chemical, steel wool or abrasive cleaners to clean the outside of the massage seat as these chemicals may damage the finish.
- Store the appliance in a cool and dry indoor area, disconnected from the power supply and out of direct sunlight. Do not use the product if it has been damaged or is not working properly.
- Do not attempt to repair, disassemble or modify the product; there are no user-serviceable parts inside. In case of damage, contact our after sales support centre.
- Improper installation or misuse may result in the risk of fire, electric shock and injury. We accept no responsibility for any eventual injury or damage caused by improper use or noncompliance with these instructions.

# Important Safety Instructions (Cont.)

## Electrical safety (charging)

- **WARNING:** Only use the supplied adaptor to power the appliance. Do not power the appliance with a different charger. Using the wrong charger can cause fire or explosion of the battery.
- **Voltage:** Before connecting, ensure that the electrical voltage and circuit frequency correspond to those indicated on the rating label.
- **Connection/disconnection:** To connect the battery charger, insert the power plug firmly into an appropriate mains socket. To disconnect, grip the power plug firmly and remove it from the outlet, do not pull on the cord.
- **Protect the power cord:** Do not kink, strain or damage the power cord and protect it from sharp edges and heat. A damaged power cord must be replaced by the manufacturer, an authorised service centre or similarly qualified personnel in order to avoid a hazard. In case of damage, contact our after sales support centre for advice.
- **Protect from moisture:** To protect against electric shock, do not immerse the cord, plug or the device in water. Do not spill liquids into the device. Do not allow water to enter the ventilation holes of the device. Ensure your hands are dry before use.

## **DANGER - to reduce the risk of electric shock**

- DO NOT reach for an appliance that has fallen into water. Unplug it immediately.
- DO NOT use while bathing or in a shower.
- DO NOT place or store the appliance where it can fall or be pulled into a tub or sink.

## **WARNING - to reduce the risk of burns, electric shock, fire or injury to persons**

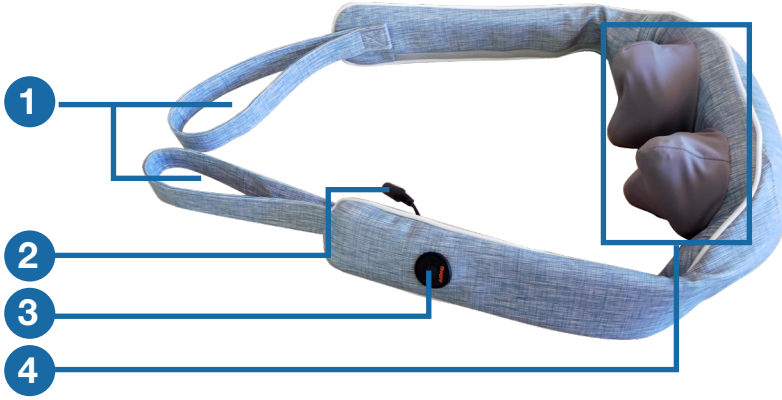
- An appliance should NEVER be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts or attachments.
- DO NOT operate where aerosol (spray) products are being used or where oxygen is being administered.
- DO NOT operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- DO NOT carry this appliance by the supply cord or use cord as a handle.
- NEVER operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- NEVER operate on a soft surface such as a bed or couch where the air openings may be blocked.
- Not recommended for use by people with diabetes.
- NEVER cover the appliance when it is in operation.
- DO NOT use this product for more than 15 minutes at a time.
- Extensive use could lead to the product's excessive heating and shorter life. Should this occur, discontinue use and allow the unit to cool before operating.
- DO NOT use this product before bed. The massage has a stimulating effect and can delay sleep.
- NEVER use this product while in bed.
- This product should NEVER be used by any individual suffering from any physical ailment that would limit the user's capacity to operate the controls or who has sensory deficiencies in the lower half of their body.
- NEVER use this product in automobiles.
- This appliance is intended for indoor household use only.

# Getting Started

## Before first use

- Unpack the product and accessories and ensure all parts of the product are undamaged and in good working order. Keep the original packaging carton and materials in a safe place. It will help prevent any damage if the product needs to be transported in the future, and you can use it to store the product when it is not in use. In the event that the packaging is to be disposed of, please recycle all packaging materials where possible.
- Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely.
- Unwind the cord of the power adaptor to its full length and inspect it for damage. Do not use the product if any part is damaged or not working properly. In case of damage, contact our after sales support line for advice.
- Read this manual to familiarise yourself with the product. Pay particular attention to the safety instructions on the previous pages.

# Product Overview



- 1 Loop handles
- 2 Power connector : connect the supplied AC adaptor into a power source to turn the device on.
- 3 On/Off/Mode button:
  - Press once to turn the device on and start auto direction mode with heating.
  - Press twice for single direction mode with heating.
  - Press three times for single direction without heating.
  - Press four times to turn the device off.
- 4 Massage heads

## Operation

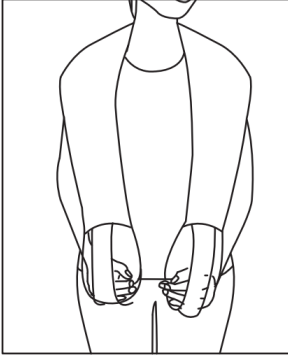
### Charging the device

- Connect the supplied AC adaptor to the power connector on the device and the other to a power outlet.





## Using the device



For Neck and Shoulders

- Put both your arms through the loop handles and let the massage heads rest on the back of your neck comfortably.
  - Press the On/Off/Mode button to turn the device on and start massaging.
  - Press once: turn on and start default massage mode (forward rotation)
  - Press twice: reverse massage head rotation + turn heating function on
  - Press three times: turn off heating function
  - Press four times: turn device off.
- 
- The device can also be used on other parts of the body. Please ensure both arms are through the loop handles and both hands are firmly holding on.
  - Note: the device has a built-in timer that will automatically switch off after 15 minutes of continuous operation. If you desire to continue to use the device longer, turn the device off and power on again with the On/Off/Mode button.

# Troubleshooting

Problem	Solution
Device is not working	Ensure the AC adaptor is securely connected to the power connector on the device and to a power outlet.
Device stopped working during massage	The device will automatically shut off after 15 minutes. Restart the device and resume use.

## Cleaning and care

- Before cleaning the device, make sure it is disconnected from the charging stand and power source.
- Use a soft, slightly damp sponge or cloth to wipe the device clean. Dry thoroughly using a dry cloth.
- Do not immerse the device in water or liquid or allow it to become wet.

## Storage

- After use, wipe the device clean with a damp cloth.
- Store the device in the original box to keep dust accumulation to a minimum.

## Service and repair

- The product contains no user-serviceable parts. Do not attempt to take it apart, repair or modify it.
- Do not operate the product if it is damaged or working abnormally. Contact our after sales support centre if a service is required.

# Specifications

Power input	12V, 2A
Power consumption	24W
Auto timer	15 minutes

For Technical and Warranty Support

1300 886 649

[tempo.org/support](http://tempo.org/support)

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## Compliance

This appliance has been fully tested and meets all requirements as set out by standards AS/NZS 60335.2.32 for electrical safety.



The RCM Mark (Regulatory Compliance Mark) indicates that the product complies with the relevant guidelines of the ACMA as well as corresponding government requirements for the safety of electrical devices.



## **Warranty returns**

Should you for any reason need to return this product for a warranty claim, make sure to include all accessories with the product.

## **Product does not work?**

If you encounter problems with this product, or if it fails to perform to your expectations, make sure to contact our After Sales Support Centre on (AU) 1300 886 649 or (NZ) 0800 836 761 for advice.

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Customer Helpline:

(AU) 1300 886 649 (NZ) 0800 836 761

Email: [tempo.org/support](mailto:tempo.org/support)