

PORODO



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Neck Pillow Massager with Hot Compress

SKU: PD-360ENM-GY

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Before using the product, please carefully read this User Manual to guarantee correct usage and keep it secure for future reference.

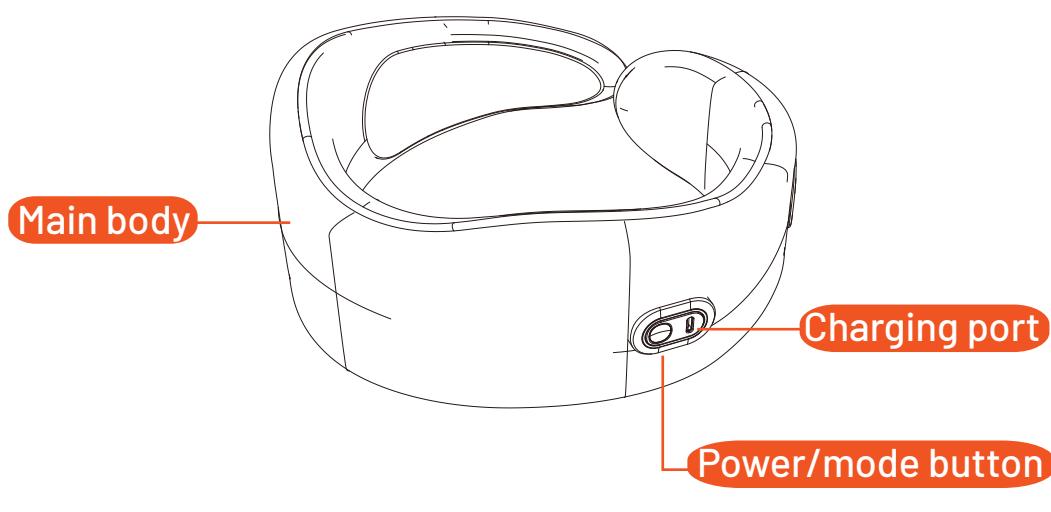
Features

1. Designed to conform to the natural shape of your neck, providing targeted relief and enhanced comfort during use.
2. This massager's adaptable structure comfortably fits any neck size, delivering customized support for optimal results.
3. Lightweight and battery-operated, this massager offers the flexibility to enjoy a relaxing neck massage wherever you go.
4. Combines gentle vibrations with soothing heat to deeply relax muscle tissue and alleviate tension.
5. Features a contour design that aligns perfectly with the neck for a snug, effective massage.
6. Built to provide substantial support by reducing neck strain and relieving pressure points.
7. Includes an adjustable Velcro strap that ensures a secure and comfortable fit tailored to individual needs.

Storage and Transportation

1. Store between -20°C and +40°C for optimal safety.
2. Maintain atmospheric pressure between 50 kPa to 106 kPa.
3. Keep humidity below 93 % to prevent moisture damage.
4. Ensure the storage area is well-ventilated, shielded from direct sunlight, and free from corrosive gases. If stored for more than three months, the product should be inspected and recharged.
5. The product includes basic anti-vibration measures and is suitable for transportation by air, rail, road, and sea. Protect against rain, snow, overturning, and impacts to ensure integrity during transit.

Product Structure



Wearing demonstration

Specifications

Material	85 % Cotton + 15 % Spandex
Battery Capacity	850mAh
Rated Input Voltage	5V
Rated Input Power	3W
Recharge Time	2 hours
Working Time	120 minutes
Session Time	15 minutes
Charging Port	Type-C
Net Weight	122g
Product Dimension	560×90×25mm

Package Contents

1. Neck Massager
2. Type-C Charging Cable

Instructions for Use

1. **Power On:** Hold the power button for three seconds to activate. The blue indicator light will illuminate, signaling that Mode 1 (Heating) is activated.
2. **Switch Modes:** Briefly press the power button to switch to Mode 2 (Vibration and Heating). The pink indicator light will activate. Press again to toggle between the two modes.
3. **Power Off:** To turn off the device, press and hold the power button for three seconds. The indicator light will extinguish, indicating the device is now off.

Note: Upon turning on, the device operates for 15 minutes before automatically powering down. To resume use, press the power button again.

Warning:

1. Use as needed, but limit continuous operation to no more than 30 minutes. It is advised to maintain an adequate interval between sessions.
2. Prolonged use may lead to physical discomfort or skin injury.
3. When using the device for the first time, monitor your body's reaction and any skin changes closely. Stop using the device if you encountered any discomfort or abnormal reactions.
4. Redness or an extremely mild rise in temperature in and around the area of massage is normal and should subside naturally within a short period.

Charging

1. When the battery level is low, the power button will emit a flashing red signal.
2. The red light will flash during charging. Once fully charged, the blue light will turn on.

3. Please utilize the special Type-C charging cable that is included in the item's package.

Warning:

Note that the product cannot be operated while it is charging.

Safety Precautions

- 1. Before Use:** Carefully review the operation manual.
- 2. Operating Conditions:** Avoid using this product in hot, flammable, damp environments, or near sources of electromagnetic radiation.
- 3. Usage Duration:** Operate as needed but do not exceed 30 minutes continuously. Ensure adequate intervals between sessions to prevent muscle pain and discomfort. Monitor your body's response, particularly during initial use.
- 4. After Use:** Experiencing redness or warmth in the massage area is typical and will diminish over time. Cease use and consult a healthcare provider if discomfort occurs.
- 5. Motor Protection:** To prevent motor overheating, avoid running the device continuously for extended periods.
- 6. Disassembly:** Do not disassemble, repair, or alter this product without authorized permission.
- 7. Water Resistance:** This product is not waterproof. Ensure it is kept dry at all times.
- 8. Intended Use:** This product is designed for household health care and is not intended for diagnostic, therapeutic, or commercial applications. Exercise caution if you have allergies to any of its materials.
- 9. Children and Pets:** Keep this product out of the reach of children and pets. Children between the ages of 8 and 12 should use it only under adult supervision. Remove any nearby objects that might interfere with the product before use.
- 10. Power Off and Storage:** Always turn the product off and unplug it when not in use. Store the device in a dry, well-ventilated area, shielded from direct sunlight. Individuals with heart conditions or those who are pregnant should consult a doctor before using this product.

Warning

1. Avoid using this product if you have skin injuries, inflammation, congestion, skin diseases, or any discomfort in the area to be massaged.
2. Do not use if you have muscle injuries, active bleeding, or wounds that are not fully healed in the massage area.
3. Refrain from using this product if you suffer from osteoporosis, fractures, or any bone-related issues in the affected area.
4. Do not use this product if you have heart disease, a history of malignant tumors, impaired motor functions, or cognitive and physical disabilities.
5. Pregnant women should not apply this product to the waist and abdomen areas. This product is not suitable for children under 12 years of age.
6. Avoid use if you have a high sensitivity to heat or during menstruation.

Troubleshooting

Problem	Possible Cause	Solution
Does Not Start	Insufficient Battery Power	Charge Promptly
Does Not Charge Properly	Connection Issues or Battery Damage	Inspect the External Power Supply or USB Cable Contact the authorized service professionals for battery replacement
Fails to Operate	Trigger Block Protection or Circuit Fault	Press and Hold the Power Button for 3 Seconds to Restart. If It Still Does Not Start, Contact the authorized service professionals

Note: If the problem persists, please stop using the device and contact the authorized service professionals . Do not attempt to disassemble or repair the product on your own.

Disposal Considerations

To prevent environmental pollution, please refrain from indiscriminately discarding this product. Adhere to local environmental protection regulations for disposal.

1. The battery must be removed from the product prior to disposal.
2. Ensure the product is powered off before removing the battery.
3. Dispose of batteries in a safe manner, following proper environmental protocols.

Warning:

Non-professional personnel should not disassemble the product themselves!

4. To protect the environment, once the product or its parts are deemed non-usable, separate them from regular household waste and transport them to a certified recycling facility. This facility will handle the sorting, disassembly, recycling, and potential reuse in compliance with national regulations.

Battery Removal Guide

1. Disconnect the external power supply and remove the product casing.
2. Remove the battery.
3. Take the battery to a recycling station.
4. Adhere to local environmental protection regulations when disposing of the battery to safeguard the environment

Warranty

Products that you buy directly from our **Porodo** website or shop come with a 24-month warranty.

When you buy **Porodo** products from any of our approved sellers, you only get a 12-month warranty. If you want to extend this warranty, go to our website at porodo.net/warranty and fill out the form with your information. Don't forget to upload a picture of the product too. After we've checked and accepted your request, we'll send you an email to confirm that your product's warranty has been extended.

For more info, please check:
porodo.net/warranty

Contact Us

If you have any questions about this Privacy Policy, please contact us at:

info@porodo.net

Website: **porodo.net**

Service Support: **support@porodo.net**

Instagram: **porodo**