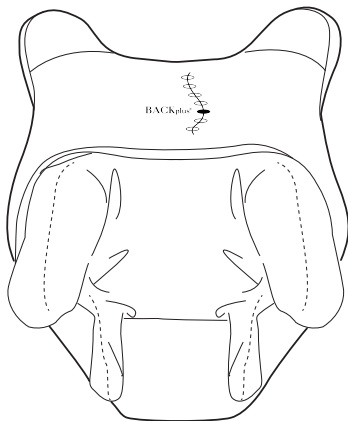


BACKplus®
Since 1989



3D MASSAGE PILLOW



EMK-134A

User Manual

Thank you for choosing Redfern Ent. products to complement your healthcare needs.
Please read the user manual carefully to understand the correct usage and operations.

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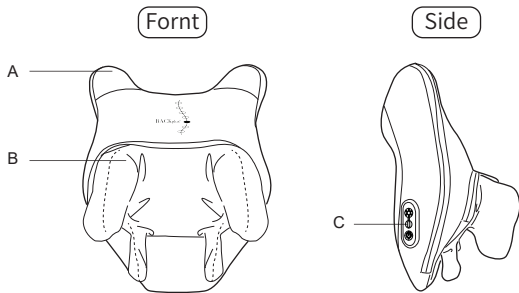
USA

SAFETY PRECAUTIONS

1. People with the following conditions should consult their physician before using the product:
 - Who uses a medical electronic device, which is embedded in the body, such as a pacemaker.
 - Who suffers from heart disease.
 - Who suffers from neck, backbone injury or disease.
 - Who is suffering from bone fragility, especially on the backbone.
 - After surgery.
 - Who is pregnant or shortly after delivery or in a period of monthly illness.
 - Who suffers from malignant tumors.
 - Who is suffering from osteoporosis.
 - Who is suffering from blood circulation problems or thrombosis.
 - Who is suffering from skin disease or infection.
 - Who is undergoing medical treatment or feels some physical abnormality previously or is being treated now.
 - Who has injuries, diseases due to illness or accident.
 - Who has some abnormality or deformity of limbs or backbone.
2. Do not let water enter the product or splash near the surface of the product.
3. Water contact with electricity is dangerous. Do not leave the product in a humid environment (such as in the bathroom or shower room or next to swimming pool).
4. Before connecting the product to the power supply, check that the product voltage and supply voltage are the same.
5. If the plug, power cord or product itself is damaged, do not use the product.
6. In order to prevent the risk of electric shock, do not open the product outer cover.
7. Product is not intended for use by the disabled, sensory or mentally impaired persons (including children), unless there is supervision or guidance by the people responsible for their safety when they use the product.

8. If the product or the power cord is damaged, do not try to repair the product. This must be handled by Redfern technician or the product guarantee will become void.
9. Children should not use this product. They should be under supervision to ensure that they will not treat this product as a toy.
10. If an unusual sound or noise is being heard from the product, turn off the product and immediately disconnect the power connection. Please contact Redfern or its authorised dealers immediately.
11. Do not use the product if cover is damaged or if there is a mechanical or electronic failure. Please contact Redfern or its authorised dealers.
12. Only use or place the product in accordance with the instructions in this user manual.
13. Do not use this product in high temperature conditions or beside hot objects such as heaters, stoves.
14. Do not apply medical or cosmetic cream on the product or on your body before using or during the use of this product.
15. Do not destroy, bend, stretch, twist or tie the power cord. Damaged power cord can cause fire or electric shock.
16. Recommended usage time for an individual is 10 minutes at a time.
17. Please remove all accessories on body before use.
18. This product is intended for household use only.
19. Do not use the product while sleeping, when drunk, or during a fever.
20. Avoid using the product immediately after eating. Wait for at least an hour before using the product.
21. Do not use the product on bare skin.
22. When massaging around or near the neck, take note of the movement of rollers and refrain from using excessive intensity.
23. Do not use the product while driving or exercising.
24. If you have long hair, please tie the hair up before using the product.
25. If there is any abnormality, please stop using the product and consult a doctor.
26. Only turn on the product after it is resting properly on the neck.

PRODUCT DESCRIPTION



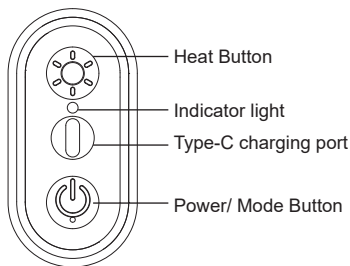
A.Support points

B. Massage head

C. Control Panel / Type-C charging port



Type-C Charging Cable



HOW TO OPERATE TO USE

Power/Mode Button:

Power on: Long press this button for 2 seconds to power on, default kneading massage and high heating level, timed for 10 minutes automatic shutdown.

2 Modes to choose: The default kneading massage mode, short press this button to enter the pulse press Massage mode, then short press this button to switch the normal kneading massage mode, cycle in turn.

Power Off:

Automatic shutdown: The product stops working after 10 minutes of use.

Manual shutdown: Long press the power button for 2 seconds, the product will then be turned off.

Heat Button:

2 heating options: Default high heating level, then press this button to enter the low heating level, Press again to turn off the heating and cycle in turn.

A. When on high heating level, the Indicator light will be red color.

B. When on low heating level, the Indicator light will be orange color.

C. When turn off the heating, the Indicator light will be green color.

Note: After using for a long time, there may be some redness on skin after massage which is a normal phenomenon.

HOW TO CHARGE

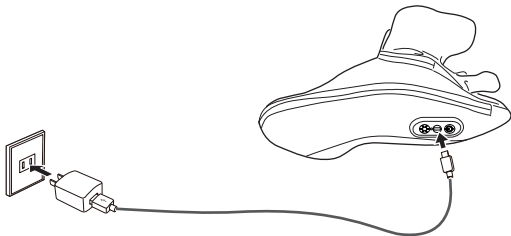
1. This unit cannot be used while charging.
 2. Connect the charging cable and charging plug together, and put the charging plug into an electrical outlet.
 3. The product starts self-protection program and stops working automatically if it is connected to charge during working.
 4. When the battery power is less than 10%, the indicator light will be flashed in red.
 5. When charging, the indicator light will be blinked in green.
 6. After full charged, the indicator light will turn to green.
- ※ It is normal if the unit and charging plug is heated up slightly during charging.

Charging Time

The charging time is around 3.5hours.

After Charging

Unplug the power plug after battery is fully charged.



TROUBLE SHOOTING

This page summarizes the most common problems you could encounter with the product. If you are unable to solve the problem with the information below, contact Redfern or its authorised dealers immediately.

Problem	Possible Cause	Suggestion
The product does not work	The product has low battery	Charge the product
	The product has just finished its 10 minute auto timer session and has stopped	If you want another session, press the Power Button again
	You may have used the product continuously for 40minutes or more that the overheat protection has been activated	Let the product cool down for 60 minutes before you use it again
	An excessive load has been applied on the product	Reduce the excessive
The product is abnormally warm	The product is likely to be overused	Let the product cool down before using it again
Noise can be heard from the product	Noise is made by the mechanical parts of the product	This is normal and does not mean that the product is faulty

CARE & MAINTENANCE

Cleaning

1. Do not use steel wool, abrasive cleaning agents or corrosive liquids (such as gasoline or acetone or alcohol) to clean the product.
2. Unplug the plug from the power socket.
3. Wipe with a dry cloth to clean the product.
4. Do not use a damp cloth or detergent.

Storage

1. Unplug the plug from the power socket.
2. Store the product in a cool dry place away from sunlight.
3. Do not put a heavy weight load on the product.

If the cover is damaged or there is any mechanical failure, please stop using the product. Contact Redfern or its authorised dealer immediately.

PRODUCT SPECIFICATIONS

Name of Product	BACKplus® 3D Massage Pillow
Model Number	EMK-134A
Type of Product	Massage Pillow
Power Input	100-240V ~ 50/60Hz
Power Output	DC 5V  2A
Power Consumption	26W
Auto Timer	10 mins
Product Dimension	Approx. 35 (L) x 25 (W) x 19.8 (H) CM
Box Dimension	Approx. 32 (L) x 26 (W) x 17.5 (H) CM
Net / Gross Weight	Approx. 1.32 / 1.56 KGS



Redfern
Home + Health

Warranty

1 Year Limited Warranty

This product is warranted for 1 year from the original date of purchase, against defects in materials and/or workmanship when utilized for normal household use. During this period if the unit is proved defective it will be repaired or replaced at the discretion of the service technician.

The unit shall be returned, by original purchaser, freight prepaid with proof of original purchase date and \$39.99 return shipping/handling charges included. Redfern Enterprises does not accept C.O.D.'s and will not reimburse for any fees associated with the return or shipping of the item.

This warranty does not apply to any defect arising from a buyers misuse, negligence, failure to follow instructions, use on current or voltage other than that stamped on the unit or repairs not authorized by a Redfern Ent. technician will null and void the warranty.

If you believe that your product is defective, contact Redfern Enterprises Customer Services Department:

CANADA

101-127 Commercial Drive,
Calgary, AB T3Z 2A7
TF: 1-877-387-7770 (Toll Free)
info@redferment.com www.redferment.com

UNITED STATES

4168 N North Pecos Road, Ste 102
Las Vegas, Nevada, 89115
1-877-462-5757 ext. 1 (Toll Free)
infous@redferment.com www.redfermentus.com

Obtain a return authorization number (RA Number) and bring in or send prepaid to the Service Center with proof of original purchase date, and prepaid return shipping of \$39.99. See contact info above for RA Number.