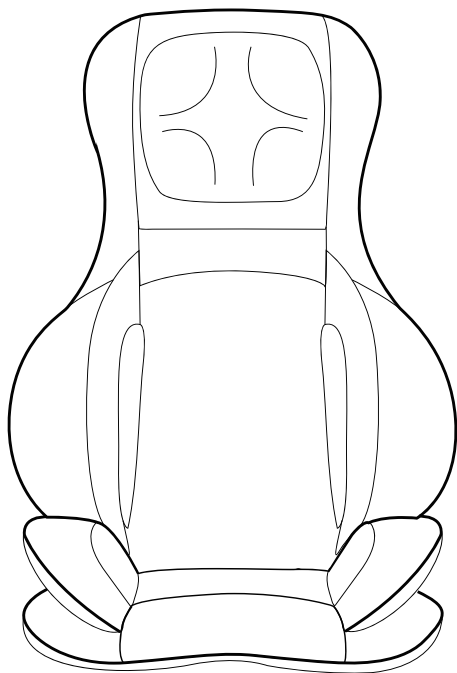


Use & care manual

BACKplus®



Shiatsu Neck and
Back Massager with
Air Compression



Redfern

Home + Health

SAVE THESE INSTRUCTIONS

Important Safety Instructions

WHEN USING ELECTRICAL PRODUCTS, ESPECIALLY WHEN CHILDREN ARE PRESENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

READ ALL INSTRUCTIONS BEFORE USING.

DANGER – TO REDUCE THE RISK OF ELECTRIC SHOCK:

- ALWAYS unplug the unit from the electrical outlet immediately after using and before cleaning.
- DO NOT reach for a unit that has fallen into water. Unplug it immediately.
- Never use pins or other metallic fasteners with this appliance.
- DO NOT place or store appliance where it can fall or be pulled into a tub or sink.
- DO NOT place in or drop into water or other liquid.
- DO NOT use while bathing or in a shower.
- Carefully examine the covering before each use. Discard the appliance if the covering shows any sign of deterioration, such as checking, blistering, or cracking.
- Keep Dry - Do not operate in a wet or moist condition.

WARNING – TO REDUCE THE RISK OF BURNS, FIRE, ELECTRIC SHOCK, 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.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by this manual specifically any attachments not provided with the unit.
- NEVER operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water.
- Keep the cord away from heated surfaces.
- NEVER drop or insert any object into any opening.
- 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 use this massager in close proximity to loose clothing or jewelry.
- Keep long hair away from massager while in use.
- DO NOT carry this appliance by the supply cord or use cord as a handle.

- To disconnect, turn all controls to the “off” position, then remove plug from outlet.
- DO NOT use outdoors.
- NEVER operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Use heated surfaces carefully. May cause serious burns. Do not use over insensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- Temperatures sufficiently high to cause burns may occur regardless of the control setting. Do not use on an infant or invalid or on a sleeping or unconscious person. Do not use on insensitive skin or on a person with poor blood circulation. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.
- Do Not Crush - Avoid sharp folds.

CAUTION – PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE OPERATING.

- This product is not intended for medical use. It is intended only to provide a luxurious massage.
- Consult your doctor prior to using this product if:
 - You are pregnant
 - You have a pacemaker
 - You have any concerns regarding your health
- Not recommended for use by diabetics.
- Never leave the appliance unattended, especially if children are present.
- 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.
- Never use this product directly on swollen or inflamed areas or skin eruptions.
- DO NOT use this product as a substitute for medical attention.
- DO NOT use this product before bedtime. 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 household use only.
- This appliance is designed for personal, non-professional use.

Instruction

Thank you for purchasing The Backplus® Shiatsu Neck and Back Massager by Redfern Ent..

Please read all instructions carefully before using this product.

Please retain this manual for future reference.

FEATURES

- Electrically height-adjustable Shiatsu neck massage
- 2D / 3D Finger pressure shiatsu back massage
- Rolling massage with adjustable width control
- Customize Spot Massage
- With optional heat function on back massage
- Massage areas can be selected (upper, lower, full back)
- Seat vibration massage (3 intensity levels for options)
- Air massage on back and seat (3 intensity levels for options)
- Optics PU leather and breathable mesh

CONTENTS

- Backplus® Shiatsu Neck and Back Massager
- 12V home adapter Removeable - -

& Washable cover



Detachable intensity
control flap

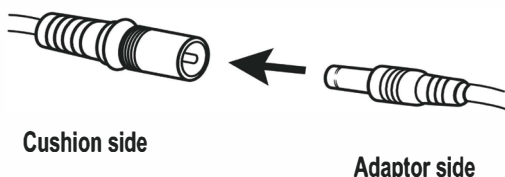


TECHNICAL DATA

Measurements:	31.9 x 22.4 inches (Back) 20.9 x15 inches (Seat)
Weight:	16.8 lbs
Voltage:	Input: AC 100-240V ~50/60Hz Output:12VDC 4.0A
Nominal Power:	max. 48Watt
Default Automatic runtime:	15 minutes

Setup and Operation

1. Attach the massager to a chair with elastic straps.
2. Connect the adapter cable to the corresponding cable on the cushion.



3. Plug the home adapter into an electric outlet.
4. Turn on the device using the controller (instructions on page 7).
5. When finished place the controller in the pouch at the side of the cushion.
6. Detachable intensity control flap for back lets you choose a softer or more intense massage.
7. Detachable cover for neck lets you choose a softer or more intense massage.

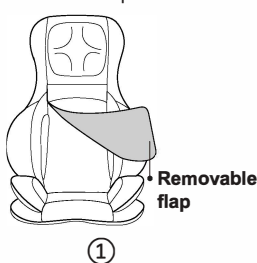
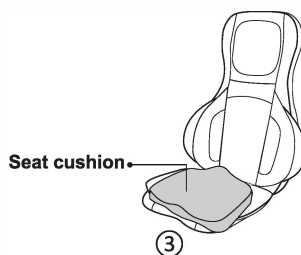
Note :

If the Shiatsu is too strong,

- ① Install the flap onto the cushion to get a softer massage.
- ② If still too strong after installing the flap onto the cushion.
Place a blanket or towel between you and the massager to achieve a far softer massage intensity.

If the shiatsu can't reach your neck,shoulder,lower back area

- ③ If you want to massage your neck, shoulder,lower back, but the shiatsu nodes can not reach the area in need. You may adjust the height of your back when sitting, by placing a seat cushion or a pillow on the sitting part.



- The device will automatically switch off after 15 minutes.
- Remove the adapter from the outlet when not in use.
- Do not setup or use the massager in a bathroom or similary wet / damp areas.

Attention!

- **You should allow your body some rest periods. To avoid straining your muscles too much, we recommend to not exceed a continuous massage of 15 Minutes per session and not exceed 3 sessions a day.**

Safety Instructions



Please read the following instructions carefully before putting your device into use to ensure trouble-free operation and optimum efficiency. Please retain these operating instructions for further use!

- The massage device conforms to recognized technical principles and the latest safety regulations.
- Do not get wet, do not use pins, never remove cover.
- This item is NOT A TOY. Close supervision is necessary when this appliance is used by, on, or near children or disabled persons.
- This appliance should never be left unattended when plugged in.
- Never use any power sources other than the home adapter provided as original equipment with this unit.
- Any possible repairs may only be carried out by authorized Redfern Ent. staff. Improper use and unauthorized repairs are not permitted for safety reasons and lead to loss of warranty.
- Never touch the power plug with wet hands.
- Please avoid contact of the device with water, high temperatures and direct sunlight.
- Do not use any damaged cables, plugs or loose sockets.
- Never operate under blankets where the air opening may be blocked.
- If plugs or cords are damaged, they must be replaced by the manufacturer, a service representative or by qualified personnel.
- In case of malfunction, disconnect immediately from the mains.
- Do not use if you have skin disorders, open wounds, or swollen or inflamed areas.
- Misuse or incorrect use excludes any liability for damage.
- Do not use this device while driving.
- Do not use while you sleep.
- In order to avoid excessive stimulation of the muscles and nerves, the recommended massage time should not be exceeded 15 minutes at a time.
- We equip the massager with a protection against over-heating for safe use.
- Each massage – even a hand massage – must be refrained from during pregnancy or if one or more of the following complaints are present in the massage area: recent injuries, thrombotic diseases, all kinds of inflammations and swellings, or cancer. It is recommended to consult a doctor before having a massage for the treatment of ailments and illnesses.
- If you are dependent on electrical aids e.g. pacemakers, please be sure to consult your doctor for medical advice before taking a massage.
- The packaging material supplied should not be used as a toy.
- Do not use this product for medical treatment.

Failure to observe the above instructions may constitute misuse of the product and can cause serious injury or burns.

Controller Instructions

Vibration Button:

Press to turn on the seat Vibration, you may cycle through High, Medium, Low or off settings

Back Shiatsu Button:

Press to shift 2D/3D shiatsu style.

Spot Button:

Press to keep shiatsu function in one area. Press **arrow** buttons to adjust the shiatsu nodes position up or down.

Pressure Intensity Button:

Press to set both air massage intensity at Low, Medium or High level

Pressure Back Button:

Press to turn on or off air massage on the back

Shiatsu Area Button:

Select Full, Upper or Lower back to designate the area covered by the shiatsu massage.

Demo Button:

AUTO mode. Quick demonstration of the different functions. Once complete, the device will automatically turn off.

Neck Shiatsu Button:

Press to turn on Shiatsu neck massage, Press again to shift rotation direction, Press once again to turn off

Press **arrow** buttons to adjust the shiatsu nodes position up or down

Rolling Button:

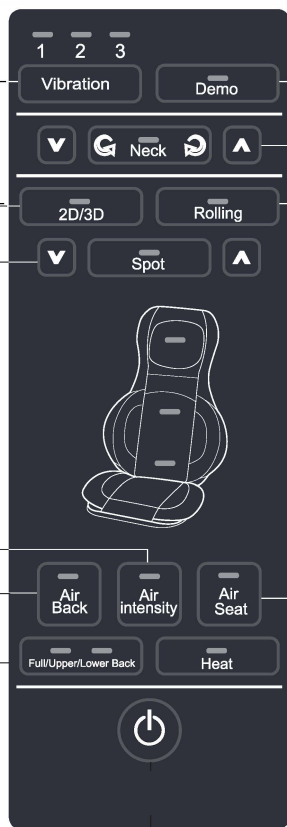
press to activate Rolling function, the massage nodes travel up & down across the muscle gently. Continue pressing the button to adjust the width of the massage nodes to custom fit the body.

Pressure Seat Button:

Press to turn on or off air massage on the seat

Back Heat Button:

Press to turn on or off Heat The heat can't be activated if back shiatsu function is not turned on



Power Button:

Press to turn on or off the massager

Maintenance

1. Do not wash in washing machine or immerse the product or the adapter in water.
2. Always switch off before cleaning and remove the adapter from the socket with clean, dry hands.
3. The massager should be wiped with a slightly moist cloth and dried thoroughly. Do not wipe the product with alcohol or harsh chemicals such as thinner or bleach.
4. The Cover for neck is detachable and washable.
5. Do not overstretch the elastic back straps.
6. Keep away from heat, fire or exposure to direct sunlight.
7. Do not apply excessive pressure or impact onto massager/massage heads. Application of a direct force in excess of 110 lbs. may damage your massager and invalidate your warranty. Refrain from over usage of the device.
8. Store the massager in a cool, dry place out of reach of children.
9. Avoid contact with sharp edges or pointed objects which might cut or puncture the cover of massager.

TROUBLESHOOTING GUIDE

Fault	Solutions
Massage heads rotating at reduced speed.	The pressure on the massage heads is excessive. Reduce pressure and try again.
Massage heads only rotate in the upper or lower region.	The massage has been activated for the upper or lower back region. Press the 'Full Back' button for the massage to cover both regions.
Device switches off suddenly	Device may have been in use for 15mins. Auto-shut-off function activated. Continue using by pressing the 'power' button after resting the unit for 15mins.
	Over-heat protection function activated. Device is switched off for your safety. Please rest device for 15-30mins before restarting.
Device fail to start	Check if device has been used for more than 15mins. If so, let device rest for 15mins before continuing. Device may require longer time to cool in warmer environments.
	Check if adapter is plugged into socket.
	Check if adapter output is connected to device power inlet wire.
Jerky motion of massage heads / Vibrations from device	Excessive pressure may have been applied onto the device. Reduce the pressure and try again.
Infra-red lights are on but no motion from massage heads	Device may be jammed. Remove pressure from the device and press the 'Full Back' button to try again.

Warranty

This product is warrantied 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 proven defective it will be repaired or replaced at the discretion of the authorized 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

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Las Vegas, Nevada, 89115

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For Service you must first obtain a Return Authorization Number (RA Number) Original Proof of purchase must be provided to customer service for Warranty. Product must be shipped prepaid, with RA# on it and return shipping of \$39.99. Return Shipping is subject to change as the rates change.