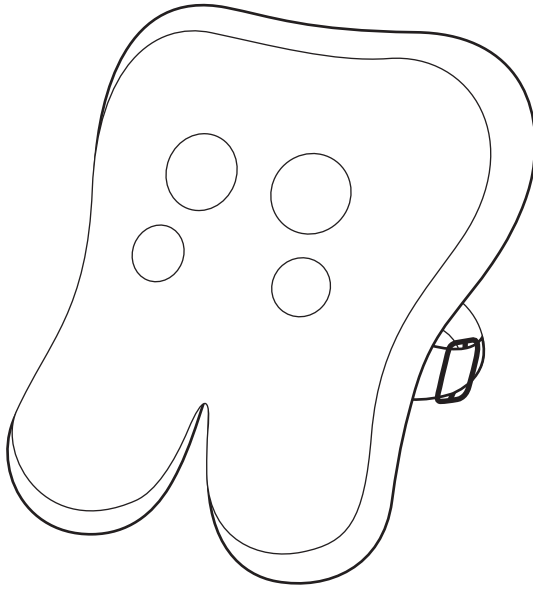


*Bob
AND
Brad*®



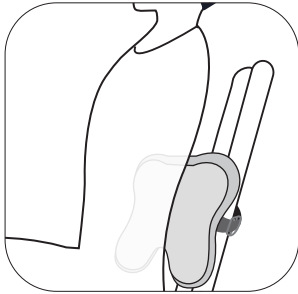
User Manual

Back and Neck Massager

Instructions for User

Please read this manual carefully before using the product and keep this manual properly.

This product is built with ergonomic design and high quality components. While delivering a wonderful massage experience to your back and neck, it can also be used to massage your other body areas such as shoulders, calves, thighs, abdomen, feet.



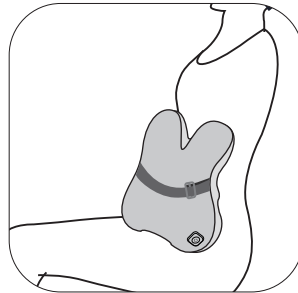
Lower Back



Upper Back



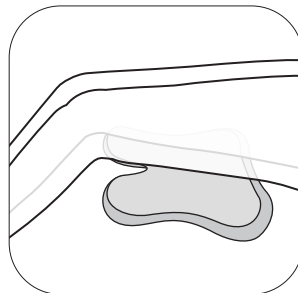
Neck



Abdomen



Calves



Thighs

Note:

- ⊗ Do Not use the product on head or chest.
- ⊗ Do Not use the product on or around sensitive areas such as eyes, teeth, breast implants, genital organs, artificial limbs, etc.

Precautions for Use:

- Only use the original adapter intended for the product; never use other adapters.
- Before connecting the product to the power supply, please ensure that the supply voltage stated on the rating plate is compatible with the unit.
- Please fully charge the product before the first use.
- Before each use, check whether the product is intact. If any damage is found, regardless of its extent, stop using the product immediately.
- Please regularly remove any dust that settles on the charger. The accumulated dust on the plug is likely to induce moisture and cause poor insulation, eventually leading to a fire.
- If the product won't work or you feel any abnormality, please stop using it immediately and unplug the power cord.
- In the event of a power outage, unplug the power cord.
- The surface of the product can become hot. People who are not sensitive to heat should NOT use the product.
- ⊗ **Do NOT** stand on the product or use the product as a toy, to avoid accidents.
 - Never disassemble, modify or repair the product or open the zipper by yourself. Tampering with the product's mechanism in any way will result in an automatic expiration of the product's warranty.
- ⊗ **Do NOT** use this product when your body is wet, otherwise it will increase the risk of receiving an electric shock.
- ⊗ **Do NOT** wear heavy or baggy clothing when using the product, and do NOT let the surface of the product directly contact your skin during use.
- ⊗ **Do NOT** use the product with its cover removed. This is likely to cause accidents.
- ⊗ **Do NOT** pull the product with force, or stab the product with a knife or sharp object.
- ⊗ **Do NOT** try to fold the product. It can not be folded as it was not designed to be.
 - The battery in this product is not designed to be removed or exchanged by the user. If any problem with the power supply occurs, please contact us directly.
- ⊗ **Do NOT** use the product if, while the battery is in use or charging it emits an odor, gives off excessive heat, shows signs of deformation, discoloration, or any other abnormalities.

- ⊗ **Do NOT** use the product to supplement or replace any medical treatment. Please consult your physician before using the product if you have any health concerns or experience unexplained pain, are currently receiving medical treatment or using medical equipment.
- This product is automatically timed for 10-minute operation. Please do Not use it for over 30 consecutive minutes.
- If you experience abnormal body reactions during use, such as back pain, dizziness, vomiting, throbbing, etc., please stop using the product immediately.
- Disclaimer: This product is NOT a medical product.

Precautions for Use Place

- ⊗ **Do NOT** use the product near a hot stove, electric heating quilts, electric blankets and other heating appliances. Otherwise, a fire or disaster may occur.
- ⊗ **Do NOT** use this product near water, including bathtubs, showers, washbasins, and places of high humidity.



Precautions for Maintenance

- Before and during maintenance, be sure to disconnect from the power supply.
- ⊗ **Do NOT** drop the product or charger, or hit them with strong force.
- ⊗ **Do NOT** spray water on the product or submerge it in water or any other liquid.
- ⊗ **Do NOT** use the product in bathrooms or places with high humidity.
- If the product has not been used for a long time, please make sure the power button is in normal condition prior to reuse.
- During maintenance, do NOT clean the product with volatile oil, diluent, alcohol, strong alkaline detergent, bleach, or other abrasive cleaning agents.
- Keep this product out of the reach of children.
- Make sure the product fully cools before storing.



People Restricted or Prohibited from Use

The following groups must exercise caution if using the product:

People under treatment at a medical institution or in the following conditions should consult with a doctor or physiotherapist before using the product.

- Those implanted with a pacemaker or other related medical electrical devices
- People diagnosed with a malignant tumor or suffering from heart disease
- Pregnant women
- People suffering from a nerve ending disorder caused by diabetes
- People suffering from skin trauma
- People with a body temperature above 38 °C
- People suffering from back pain or having previously experienced pain in head, neck, waist or feet
- Those who are more susceptible to numbness in the feet and hands
- People in need of a respirator
- People suffering from hypertension
- Please having acute symptoms such as visceral diseases (gastritis, hepatitis, and gastroenteritis)
- People suffering from lumbar disc herniation, spondylitis, etc
- People suffering from degenerative arthritis, arthritis or gout
- People suffering from spinal fractures and swollen bones
- People having low temperature burns
- People having abnormal back bones
- People having diseases related to vascular disorders
- People in use of restorer
- People experiencing abnormal body sensations

The following groups are prohibited from using the product:

- Those that are prohibited from exercising or stretching as advised by doctors. For example, those suffering from thrombosis, severe aneurysm, acute venous aneurysm, various dermatitis or skin infections, as these diseases can easily result in deterioration.
- Those who cannot express their will or cannot operate the product by themselves
- Children aged 14 and younger
- Those suffering from impaired skin perception or those who are not sensitive to heat

Use is prohibited under the following circumstances:



- When you are severely tired
- Within an hour before and after meals
- When you are drunk

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- ① This device may not cause harmful interference.
- ② This device must accept any interference received, including interference that may cause undesired operation.

FCC Statement Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause any harmful interference to radio or television receptions, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation area between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help with the supplied fastener. Do not hang the unit by the power cord.

Cleaning

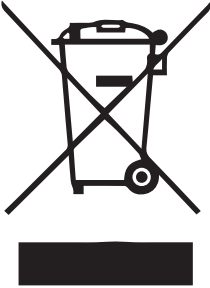
Please make sure the product is turned off before starting to clean it. Do Not remove the cover of the product.

- 1 Remove the dust from the cloth cover of the product with a vacuum cleaner rather than by patting.
- 2 Wipe off the dirt from the surface with a clean rag.
- 3 Where the dirt accumulates in relatively deep places, dampen the cloth with a neutral detergent, and then wipe gently.
- 4 Prevent water from entering the product.
- 5 Let the product dry naturally.
- 6 Do Not put the product in direct sunlight or in places with high humidity after use. If the product is left to be unused for a long time, remember to cover it with a cloth after removing any dirt, so as to avoid dust build-up.

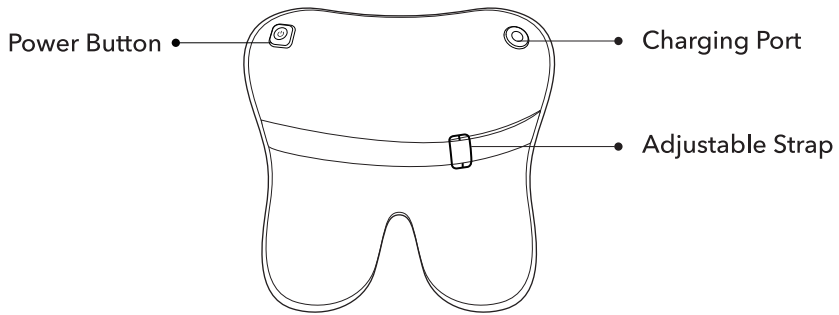
Note:

Please unplug the power cord with dry hands before cleaning the product.

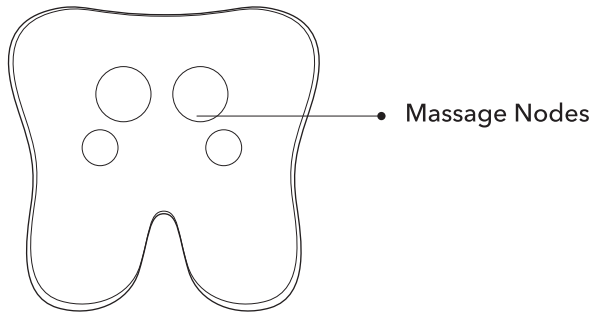
WEEE Instructions

Correct Disposal of this product	
	<p>This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.</p>

Parts Name



Main Unit (Back)

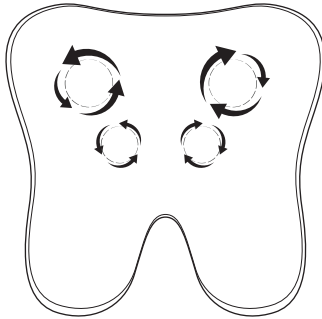


Main Unit (Front)

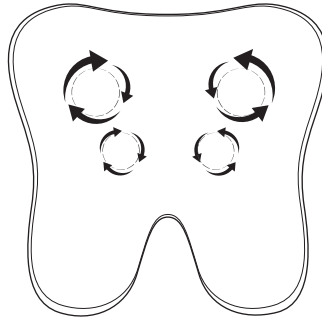
Preparations for Use

- Check if the cover is damaged before switching ON.
- Check that the product and accessories are complete. Always remove the pendant and decorations before use to avoid affecting the massage part.

Basic Functions



Direction 1



Direction 2

<p>Massage Modes</p>	<p>A1. Kneading in the direction 1 + Heating A2. Kneading in the direction 2 + Heating A3. Kneading in the direction 1, No Heating A4. Kneading in the direction 2, No Heating</p>
<p>Heating</p>	<p>Heating is enabled in A1 and A2 modes. No heating in A3 and A4 modes.</p>
<p>Power Button</p>	<p>Power On/ Off and Mode Selection</p> <ul style="list-style-type: none"> • Press and hold the power button for about 3 seconds to turn on/off the product. • Short press to change mode.
<p>LED Indicator Light</p>	<ol style="list-style-type: none"> 1. A1 Mode: Orange Light 2. A2 Mode: Orange Light 3. A3 Mode: Blue Light 4. A4 Mode: Blue Light 5. When the battery is very low and the user attempts to turn on the product by long pressing the power button, the blue light will flash. In this case, the product can not be turned on. Please charge the product timely. 6. When the product is working and the blue light starts to flash for 3 seconds, it is indicating that the battery is low and the product will stop working.
<p>Auto Shut Off</p>	<p>This product will automatically shut off after 10 minutes of continuous use.</p>

NOTE: For safety considerations, the product will NOT work while charging.

Charging

- When the battery is low, the blue indicator light will flash and go out in 3 seconds, indicating that the product has stopped working. Please charge the product.
- Connect one end of the adapter to the product and plug the other end into the power supply to start charging.

Tips:

- Please use only the power adapter supplied by the manufacturer.
- The blue indicator light will flash in a breathing manner during the device's charging. It will remain statically on when the product is fully charged.

Troubleshooting

Below are the most common problems regarding the product. If the problems you encounter are not included in the following tables, please contact us.

Problem	Cause	Solution
"Pinging" and "clapping" sound generated in operation	The sound made by the product during normal operation or the sound of friction between the massage ball and the cloth cover	No treatment is required.
Start-up failure	Product overheating protection	Turn off the product for 30 minutes before next use.
	Low battery power	Please charge the product.
Sudden stop halfway through use	The product stops automatically for protection due to over heating.	Turn off the product and start again after it cools down.
	Automatic shutdown after 10 minutes of continuous use	Restart the product.

If the product has been left unused for a long time, be sure to confirm that its function is normal before using it again.

Regular check	Check for the following faults	In the event of the above faults, stop using the product immediately and cut off the power supply to avoid accidents.
	<ul style="list-style-type: none"> ● Whether the power adapter is over heating ● Whether the power cord is deeply scratched or deformed, or has a burnt smell ● Whether there is abnormal sound or vibration during operation ● Whether the product can work properly after turned on ● Whether there are other abnormalities or faults 	

NOTE:

If the fault can not be eliminated or the product still can not operate normally, please contact us. Do not disassemble or attempt to repair it by yourself.

Technical Specification

Product Name	Back and Neck Massager
Product Model	MS-1688
Adapter	Input: 100-240V ~ 50/60Hz 0.6A Output: DC 12.6V --- 1.0A
Rated Voltage	12V ---
Rated Power	24W
Charging Voltage	12.6V ---
Charging Current	1A
Battery Capacity	2000mAh
Battery Voltage	11.1V ---
Net Weight	1.35KG / 3LB
Adapter Wire Length	1.5 m / 4.9 ft
Dimensions	290*290*110 mm / 11.4 * 11.4* 4.3 inches
Charging Time	120 minutes

Service Guidelines for Warranty

Thank you for shopping with us! Within one year from the date of purchase, you will receive free warranty service for any damage caused by the manufacturing process or components under normal operation confirmed by our after sale service.

You can not receive free warranty service under the following conditions:

- ① Damage by improper operation, such as improper components connection.
- ② Negligence and damage because of transportation or other accident.
- ③ Maintenance and modification without approval.
- ④ Other damage caused by force majeure, such as natural disaster, abnormal voltage, etc.
- ⑤ Damage caused by general use outside home (e.g. industrial and commercial use).
- ⑥ Aging, wearing and tearing caused by normal operation of the product without affecting the normal operation of the product.

This statement serves as a publicity for free maintenance within the specified time limit and conditions, and does not limit the legal rights of consumers.

A Dedicated Team Just For You



Every Bob and Brad product is backed by a 1-year warranty and an award-winning customer service team. If you are in any way dissatisfied with a product you ordered, we'll exchange it, replace it or refund your money under the warranty. Simply email us the problem, and we'll take care of it.



Troubleshoot

Help you solve any issues with your device.



Product Knowledge

Answer questions about your device and best practices.



Initiate Returns

Provide instructions for replacements, returns and refunds.



Place New Orders

Help with placing orders online or via authorized resellers.

Get in Touch.

Call: +1 (612) 567-3035 Mon-Fri 9:00AM-4:30PM (CST)

Email: support@bobandbrad.com

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