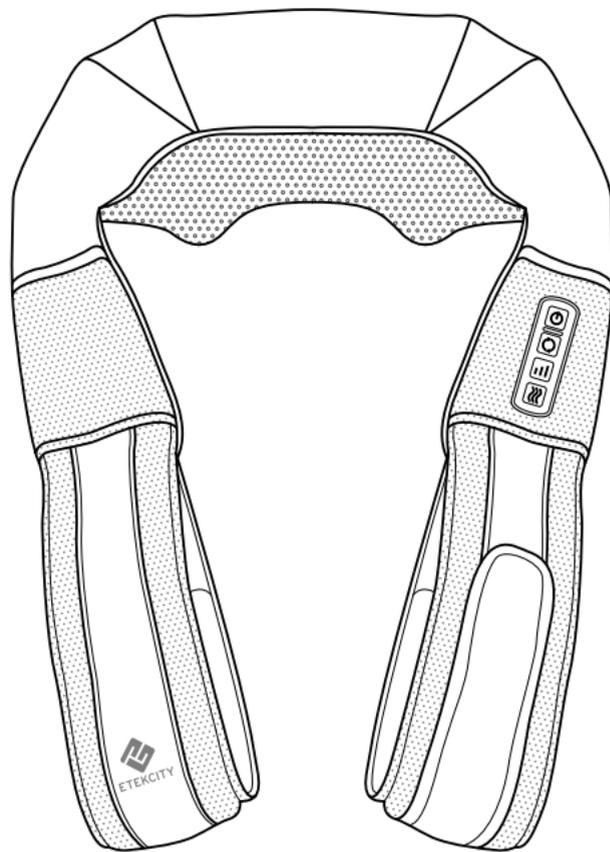




## Wireless Shiatsu Neck & Shoulder Massager

Model No.: EM-SN8W



## Thank You.

Thank you for purchasing the **Wireless Shiatsu Neck & Shoulder Massager** by Etekcity. We are dedicated to providing our customers with quality products for building a better living. Should you have any questions or concerns about using your new product, feel free to reach out to our helpful customer support team at [support@etekcity.com](mailto:support@etekcity.com). For more contact information please refer to page 20. We hope you enjoy your new product!

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## Package Contents

- 1 x EM-SN8W Wireless Shiatsu Neck & Shoulder Massager
- 1 x Wall adapter
- 1 x Car adapter
- 1 x Carrying bag
- 1 x User manual

## Specifications

AC/DC Adapter	Input: 100-240V 50/60Hz Output: 12V / 2.5A
Rated Power	24W
Default Operation Time	15 minutes
Battery	18650 Li-ion Battery
Battery Operation Time	2~3 hours
Battery Charge Time	≤ 5 hours
Storage Conditions	-4°~122°F (-20°~50°C)
Weight	3.8 lb (1.8 kg)
Dimensions (LxWxH)	25.5 x 18.8 x 5.5 in. (647.7 x 477.5 x 139.7 mm)

**NOTE:** The car adapter is only compatible with 12V DC cigarette lighter receptacles and ports.

# Safety Information

**IMPORTANT:** Please read and comply with all of the instructions and warnings provided in this manual before using the product. Failure to comply with the instructions and warnings provided herein may result in inaccurate results and/or damage to the product itself.

## WARNING

To reduce the risk of electric shock, burns, fire, or serious injury:

- **DO NOT** leave the device unattended when plugged in. Always unplug this massager from the electrical outlet immediately after use and before cleaning.
- The car adapter is only compatible with 12V DC cigarette lighter receptacles and ports.
- **DO NOT** use this device while bathing or showering.
- **DO NOT** place or store this massager where it can fall or be pulled into a tub or sink.
- **DO NOT** place, drop, or submerge in water or other liquids. Care should be taken so that liquids do not spill into the massager.
- **DO NOT** reach for a connected unit that has fallen into water. Unplug it immediately.
- Always keep this massager dry. Do not operate or store in wet or moist environments.

## CAUTION

To reduce the risk of electric shock, burns, fire or injury:

- Disconnect the massager by turning off all controls and removing the plug from the outlet.
- **DO NOT** carry this product by its power cord or use the cord as a handle.
- **DO NOT** operate this massager under blankets or pillows. Excessive heating can occur and cause fires, electric shock, or injury to persons.
- **DO NOT** store or use the massager under direct sunlight or in high-temperature environments.
- **DO NOT** operate this massager where aerosol (spray) products are being used or where oxygen is being administered.
- **DO NOT** use this massager on the head, elbows, knees, chest, or other body parts that the massager does not fit. Only use this device as instructed in this user manual (see **Common Areas of Use** on page 11).

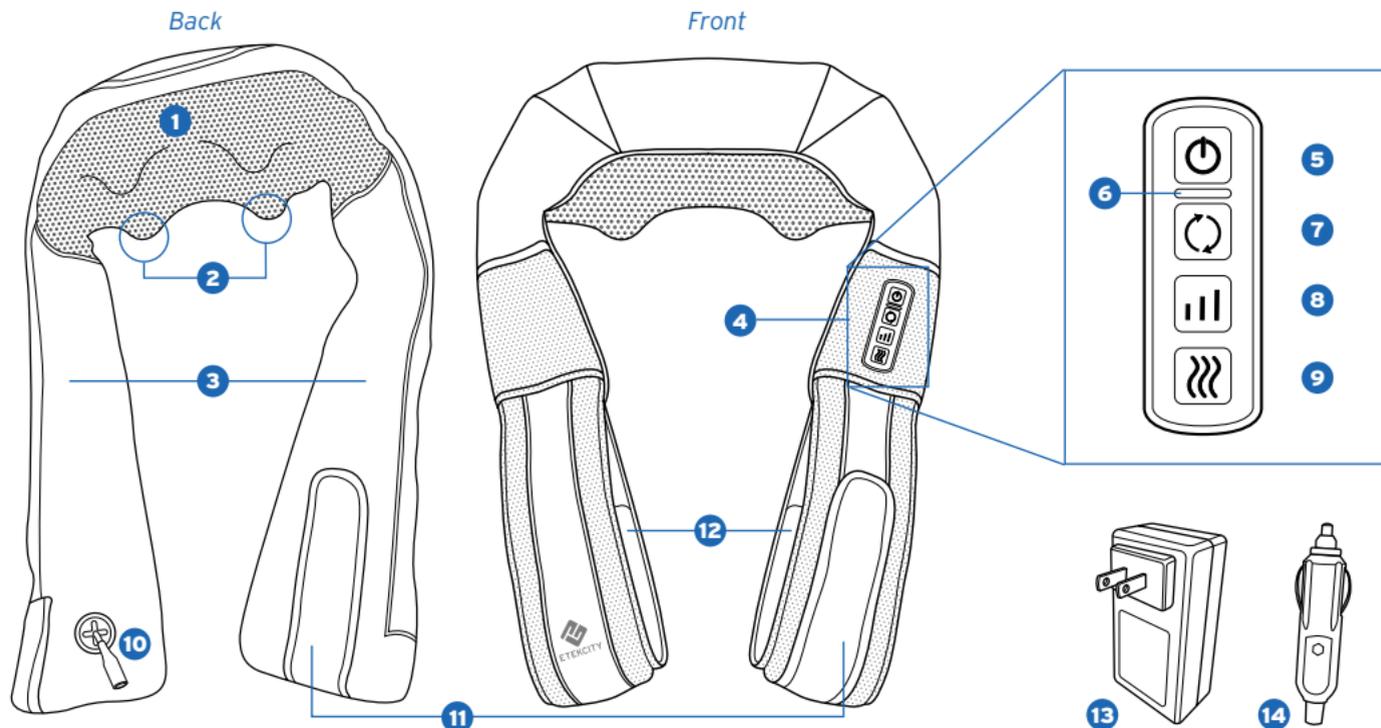
- Stop using the massager immediately if you experience any extreme pain or discomfort.
- **This device is not intended to replace medical treatment.** Consult your primary care physician before using the massager if you: are pregnant or recently gave birth; have a heart condition or a pacemaker; suffer from diabetes or other sensory impairment, phlebitis and/or thrombosis, joint dysfunction, inflammation or injuries, weak bones, or osteoporosis; have a high fever; have an abnormal or curved back; are at an increased risk of developing blood clots; have pins/screws/other medical devices planted in your body; are being treated for a medical condition or physical injury; or are under a doctor's care.
- **DO NOT** let children use the massager. Keep this device out of reach from children when not in use.
- **DO NOT** drop or insert any object into any opening.
- This device has a heated surface. Persons who are sensitive to heat must be careful when using this massager. Do not use the massager on sensitive skin areas or in areas of poor circulation.
- This massager has an overheat protection function. If the massager overheats, it will automatically turn off. Allow it to cool down for at least one hour before resuming use.
- Only power the massager using the specified voltage corresponding to the device. This massager is only to be used with the included power cord.
- **DO NOT** operate this device if it has a damaged cord or plug, has been dropped or damaged, or has been dropped into water.
- **DO NOT** operate the massager while you are driving/operating automobiles, buses, campers, or boats.
- **DO NOT** disassemble or attempt to repair the device. This massager has no user-serviceable parts. Incorrect repair can cause risk of electric shock or injury to persons and will also void your warranty.



**DO NOT** use the massager for more than 30 consecutive minutes.

# Function Diagram

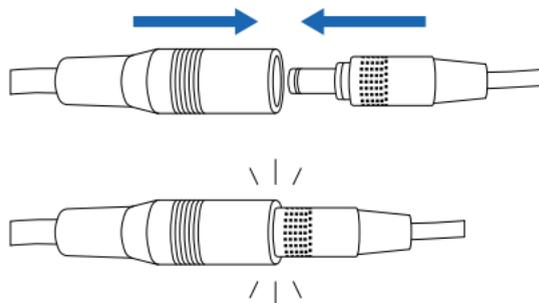
- |                  |                     |                     |
|------------------|---------------------|---------------------|
| 1. Massager      | 6. LED Indicator    | 11. Exterior Straps |
| 2. Massage Nodes | 7. Direction Button | 12. Interior Straps |
| 3. Arm Straps    | 8. Speed Button     | 13. Wall Adapter    |
| 4. Control Panel | 9. Heat Button      | 14. Car Adapter     |
| 5. Power Button  | 10. Adapter Port    |                     |



## Charging the Massager

Please note that it is recommended to charge the massager after taking it out of the package, before first use.

1. Connect the massager to an adapter. *[Figure 1.1]*
2. Plug the connected adapter into a powered electrical outlet. The LED indicator will flash to indicate that the massager is charging. *[Figure 1.2]*
3. Once charging is complete, the LED indicator will shine solid blue.

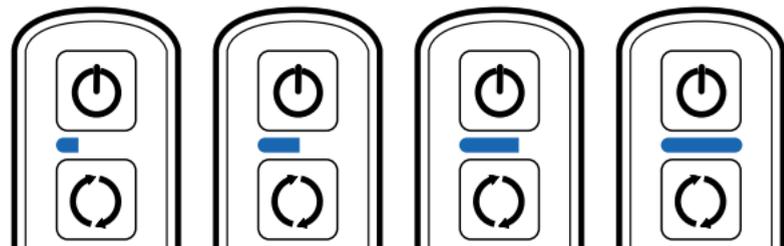


*The adapter will snap together.*

*Figure 1.1*

### **NOTE:**

- It takes 5 hours to fully charge the battery when it is completely drained.
- The massager will last for 2-3 hours depending on the heat level and massage speed that is selected.
- The massager can be used while it is charging.



*Figure 1.2*

## LED Indicator Status

Status	Indication
	All four LEDs illuminated means the battery is fully charged.
	Three LEDs illuminated means the battery remains at 3/4 charge.
	Two LEDs illuminated means the battery remains at 1/2 charge.
	One LED illuminated means the battery remains at 1/4 charge.
	All four LEDs flashing means the battery is being charged.

# Operation

## Quick Start

1. Position the massager on the desired area. If necessary, put your arms through the arm straps to gently apply pressure with the massager onto your body. (See the **Common Areas of Use** section on page 11.)
2. Press '  ' to turn on the massager.

### NOTE:

- Please note that the massager will automatically turn off after 15 minutes. If you want to keep using the massager, simply press '  ' to turn it back on.
- **DO NOT** use the massager for more than 30 consecutive minutes.
- **DO NOT** use the massager while driving/operating automobiles, buses, campers, or boats.

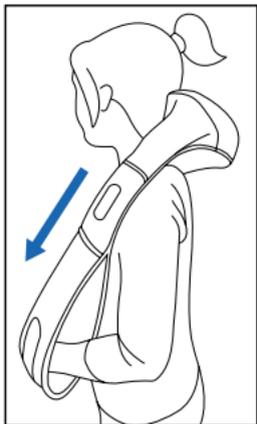
## Button Controls

Button	Action	Function
	Press once.	Turns on the massager.
	Press a second time.	Turns off the massager.
	Press once.	Changes the direction of the massage nodes. <b>NOTE:</b> The massage nodes will automatically change direction every minute.
	Press once.	Sets the massage nodes to low speed.
	Press a second time.	Sets the massage nodes to high speed.
	Press a third time.	Sets the massage nodes to medium speed. <b>NOTE:</b> The default speed of the nodes is medium speed when the massager is initially turned on.
	Press once.	Sets the massager to the high heat setting.
	Press a second time.	Turns off the heating function.
	Press a third time.	Turns heat function back on to the low heat setting. <b>NOTE:</b> The default heat setting is low heat when the massager is initially turned on.

## Common Areas of Use

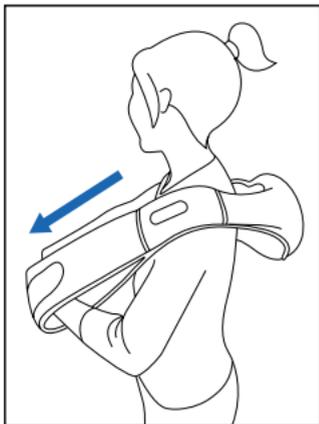
The massager can be used on, but is not limited to, the following areas [Figures 2.1-2.7]:

Figure 2.1



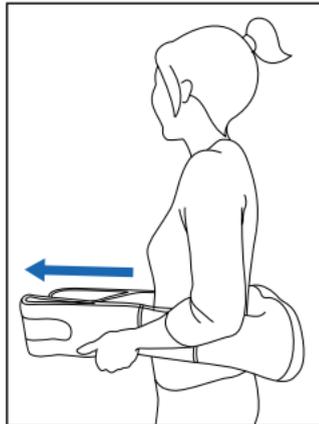
Neck

Figure 2.2



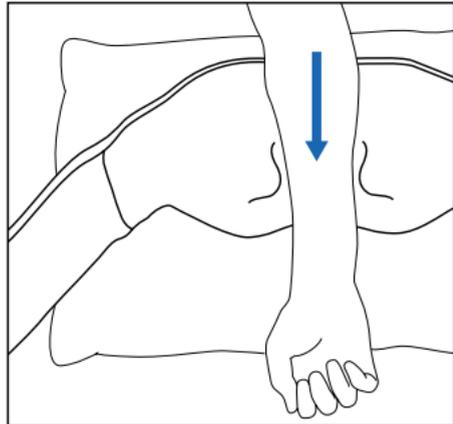
Upper Back  
and Shoulders

Figure 2.3



Lower Back

Figure 2.4

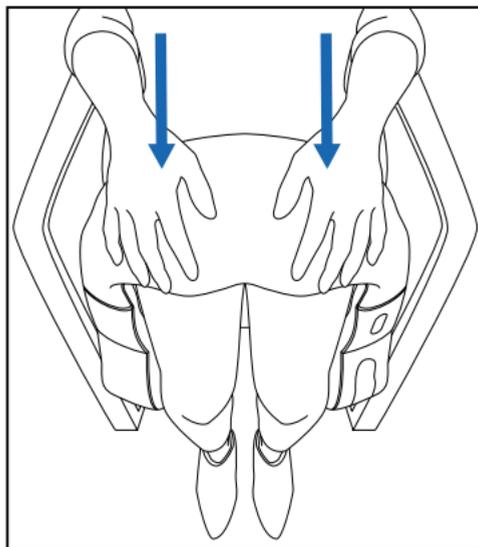


Arms

**NOTE: DO NOT** use this massager on the head, elbows, knees, chest, or other body parts that the massager does not fit.

## Common Areas of Use (cont.)

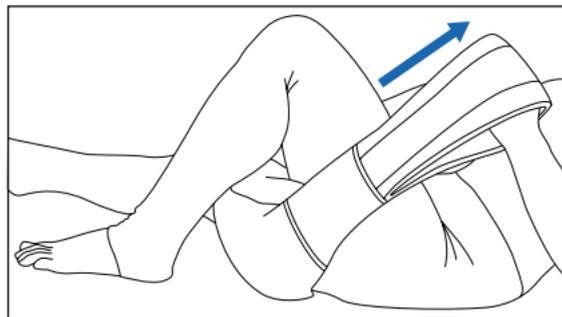
Figure 2.5



**Thighs**

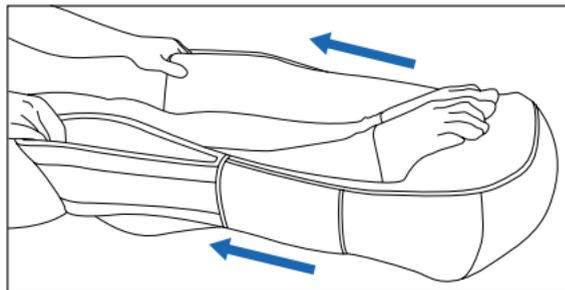
**NOTE: DO NOT** use this massager on the head, elbows, knees, chest, or other body parts that the massager does not fit.

Figure 2.6



**Hips**

Figure 2.7



**Feet and Clavels**

# Exterior Strap Adjustment

**NOTE:** These adjustment methods are optional.

## Neck and Shoulders

1. Unfasten the exterior straps on the arm straps. [Figure 3.1]
2. Position the massager onto your neck and shoulders. [Figure 3.2]
3. Grab the exterior straps, bring them behind your back, and connect them. [Figures 3.3]



Figure 3.1



Figure 3.2



Figure 3.3

## Lower Back

1. Unfasten the exterior straps. [Figure 3.4]
2. Pull the arm straps around your waist to position the massager on your lower back. [Figure 3.5]
3. Fasten the arm straps by placing the right strap over the left strap, then gently pressing down on the right strap. [Figure 3.6]



Figure 3.4



Figure 3.5

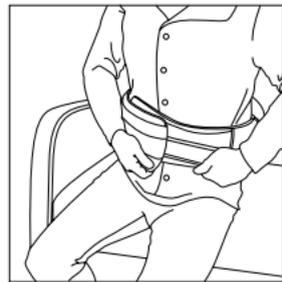


Figure 3.6

# Interior Strap Adjustment

**NOTE:** These adjustment methods are optional.

Adjusting the interior strap higher or lower will allow you to have better leverage when applying pressure while using the arm straps. [Figures 4.1-4.4]

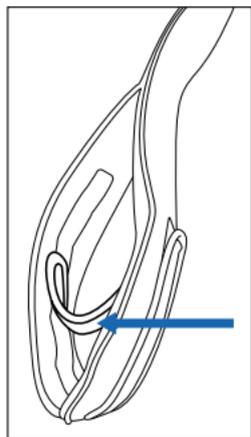


Figure 4.1



Figure 4.2

- or -

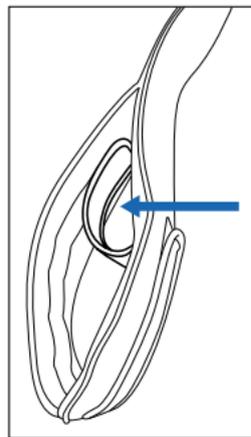


Figure 4.3

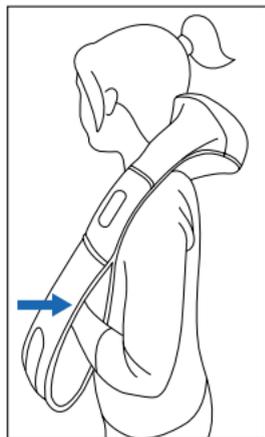


Figure 4.4

## Tips for a Better Massage

- For a deeper massage, gently pull on the arm straps while the massager is operating. [Figure 5.1]
- If necessary, adjust the interior straps so that the arm straps fit better on your body. [Figures 5.2]
- Use the exterior straps to secure the massager to better fit your body. [Figures 5.2]
- For a tighter fit, the arm straps can also be connected directly to each other. [Figures 5.3]
- Keep hair away from the massage nodes during operation (e.g., tying up hair before use).
- **DO NOT** use this massager on the head, elbows, knees, chest, or other body parts that the massager does not fit. Only use this device as instructed in this user manual (see **Common Areas of Use** on page 11).
- **DO NOT** place too much tension (e.g., your full body weight) on the massager. Doing so may result in discomfort, pain, or even injury.

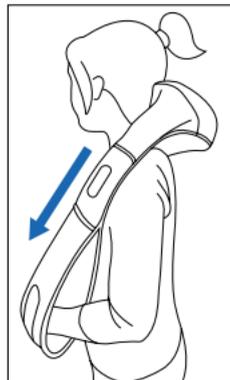


Figure 5.1

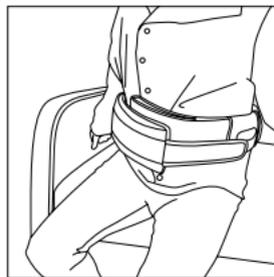


Figure 5.2



Figure 5.3

**Stop using the massager immediately if you experience any extreme pain or discomfort.**

## Maintenance & Storage

- Always turn off and unplug the massager before cleaning.
- When cleaning the massager, use a dry or damp cloth to wipe it down. [Figure 6.1]
- Store the massager in a cool, dry place.

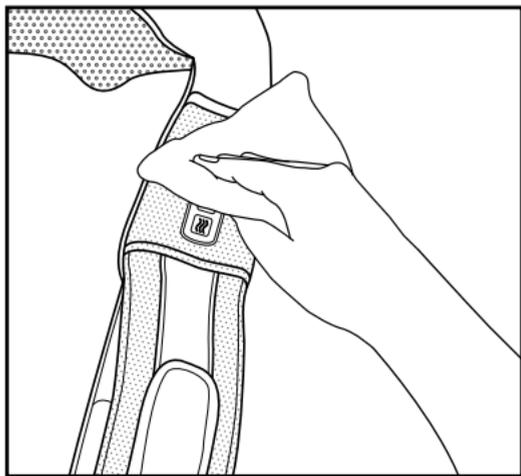


Figure 6.1

- **DO NOT** use water, wet cloths, or cleaning detergents to clean the massager. [Figures 6.2 & 6.3]
- **DO NOT** place the massager inside washing machines or dryers. [Figure 6.4]
- **DO NOT** store the massager inside bathrooms or high-humidity environments.
- **DO NOT** store the massager near fireplaces, heaters, stoves, furnaces, or high-temperature environments.



**DO NOT** use wet cloths.

Figure 6.2



**DO NOT** use cleaning detergents.

Figure 6.3



**DO NOT** put in washing machines.

Figure 6.4

# Troubleshooting

Problem	Cause	Solution
Massager is not turning on.	Massager is not charged.	Connect massager to a powered electrical outlet using the included adapters. Allow the massager to charge until the LED indicator is solid blue.
	Adapter is not properly connected.	Make sure the connected adapter is properly connected to the massager (see <b>Operation</b> section on page 9).
	Electrical outlet may not be working properly.	Plug the connected adapter into another outlet.
Massager is not charging.	Adapter is not properly connected.	Make sure the connected adapter is properly connected to the massager.
	Adapter is not plugged in.	Plug the connected adapter into another outlet.
	Adapter is damaged or malfunctioning.	Immediately discontinue use and unplug the connected adapter. Contact Customer Support (page 20).
Massager automatically turns off during use.	Massager has been turned on for 15 minutes and has automatically turned off.	If desired, turn on the massager to continue use. <b>DO NOT</b> use the massager for 30 consecutive minutes.
	The massager has overheated.	Turn off and unplug the massager and allow it to cool for one hour before resuming use.

## Troubleshooting (cont.)

Problem	Cause	Solution
Massager does not respond to button controls.	Massager is defective or has malfunctioned.	Immediately discontinue use and contact Customer Support (page 20).
Heat function cannot be felt during use.	Heat function level is too low.	Press '  ' once to use the high heat setting after turning on the massager.
	Clothes are too thick to feel the heating function.	Remove clothing as needed in order to feel the effects of the heating function.
	Heat function no longer works.	Contact Customer Support (page 20).
Pain or discomfort while using the massager.	Massager is positioned in an area where it is not supposed to be used.	Immediately discontinue use. Please review the <b>Safety Information</b> section on page 4 and the <b>Common Areas of Use</b> section on page 11 on where to place the massager on your body.
	Too much pressure has been applied while using the massager.	Stop using the massager and allow the affected area to relax before resuming use.
	The massager has overheated.	Turn off and unplug the massager and allow it to cool for one hour before resuming use.

# Warranty

<b>Product Name</b>	Wireless Shiatsu Neck & Shoulder Massager
<b>Model Number</b>	EM-SN8W
<b>Default Warranty Period</b>	1 year
<i>For your own reference, we strongly recommend that you record your Order Number and date of purchase.</i>	
<b>Order Number:</b>	
<b>Date of Purchase:</b>	

## Terms & Policy

Etekcity will replace any product found to be defective due to manufacturer flaws based on eligibility; refunds are available within the first 30 days of purchase. Refunds are only available to the original purchaser of the product. This warranty extends only to personal use and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. Etekcity is not responsible in any way for any damages, losses or inconveniences caused by equipment failure or by user negligence, abuse, or use noncompliant with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

### **This warranty does not apply to the following:**

- Damage due to abuse, accident, alteration, misuse, tampering or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

Etekcity and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

**ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

### **Additional 1-Year Warranty**

You can extend your one-year warranty by an additional year. Log onto [www.etekcity.com/warranty](http://www.etekcity.com/warranty) and enter your order number (i.e. Amazon or Houzz) within the first 14 days of your purchase to register your new product for the extended warranty.

If you are unable to provide the order number for your product, please type a short note in the order number field along with the date you received your product.

### **Defective Products & Returns**

Should your product prove defective within the specified warranty period, please contact Customer Support via [support@etekcity.com](mailto:support@etekcity.com) with your invoice and order number. Once our customer service team has approved your request, please return the unit with a copy of your invoice and order number.

# Customer Support

Should you encounter any issues or have any questions regarding your new product, feel free to contact our helpful Customer Support Team. Your satisfaction is our goal!

## Customer Support

Etekcite Corporation  
1202 N. Miller St., Suite A  
Anaheim, CA 92806

**Email:** [support@etekcity.com](mailto:support@etekcity.com)

**Local:** (657) 500-1872

**Toll Free:** (855) 686-3835

## Support Hours

**Monday - Friday:**

9:00 am - 5:00 pm PST

\*Please have your order invoice and order number ready before contacting customer support.

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