

ecomed[®]
by medisana

CozyFlex
Relaxation Sofa
MC-18E



User Manual

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Thank you for purchasing the ecomed by medisana CozyFlex Relaxation Sofa.

Read this manual thoroughly before use, paying close attention to the safety instructions to ensure proper operation and usage of the product.

Please note that the company reserves the right to enhance both the product and this manual without prior notice. The actual product may vary from the illustrations provided. While this manual has been diligently reviewed, there may be occasional printing errors or misunderstandings in the content. We appreciate your understanding and cooperation.

1. Safety Instructions

1. Important Safety Information

- To ensure safety and proper use, read this manual thoroughly before using the product. Use it only for its intended purpose as described here. Turn off the product before cleaning or after use.
- This product is not intended for self-diagnosis or treatment. Seek professional medical advice if necessary.
- Stop using the product immediately if you experience any discomfort.
- Do not allow children or individuals with physical or mental disabilities to use this product without supervision.
- The appliance has a heated surface. Individuals sensitive to heat should exercise caution.
- Do not use it on insensate or overly sensitive skin or on areas with poor circulation.
- To avoid the risk of overheating, fire, electric shock, or injury, do not use the product underneath a pillow or blanket.
- Do not cover the product during use to prevent overheating and motor damage.
- Do not insert objects into any openings.
- Do not use the product if the power cord or plug is damaged, if it malfunctions, has been dropped, or has been submerged in water. Please contact a service center for repairs.
- To disconnect the power, turn off all controls then remove the plug from the outlet.
- Always unplug the appliance from the electrical outlet immediately after use and before cleaning.
- Never leave the appliance unattended while plugged in. Be sure to unplug it when not in use and before attaching or removing any components.
- The appliance is to be used only with the provided power supply unit.
- Avoid using unsupported accessories.
- For battery recharging, use only the detachable supply unit included with this appliance.

2. Operating Environment

- Do not use it in a damp or dusty environment.
- Use the product in an environment where the temperature ranges from 0 to 40°C.
- Avoid placing the product outside.
- Keep away from heaters, stoves, or direct sunlight.

3. Not Suitable For

- Individuals who are sensitive to heat or cold.
- Minors and individuals with physical or mental disabilities.
- Individuals with osteoporosis.

4. Consult a Doctor Before Use If You

- Have sensitive skin.
- Have recently received medical treatment.
- Feel unwell, including but not limited to stroke, high/low blood pressure, heart disease, cerebral arteriosclerosis, cerebral thrombosis, diabetes, etc.
- Have a malignant tumor.
- Are using a pacemaker or other implanted medical device.
- Are pregnant or menstruating.
- Have other hidden diseases.

5. Precautions

- Avoid operating the control switch with wet hands.
- Keep the control switch away from water or other liquids.

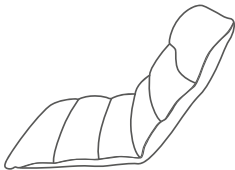
6. Additional Safety Instructions

- Do not use it if any parts are damaged.
- Do not use it while intoxicated.
- Do not use it continuously for more than 30 minutes.
- Do not use the product during thunderstorms.
- Never stand on or apply heavy pressure to the product.
- When operating in a cold room, gradually adjust the heating function to a normal range before use.
- Allow the product to sit at room temperature for 1 hour after moving it from cold storage to prevent condensation issues.
- Cease use immediately if you notice any malfunctions or abnormalities.

2. Product Components

Accessories:

1. Product x 1
2. Adaptor x 1
3. User Manual x 1

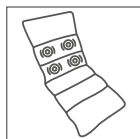
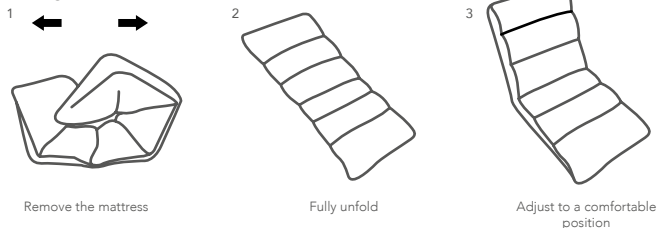


3. Operating Instructions

a) Preparation Before Use

- Place this product in a dry location, away from prolonged exposure to sunlight.
- Carefully inspect the product for any damage prior to use

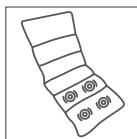
b) Usage Illustration



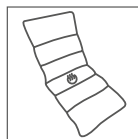
Lumbar and back vibration



Hip and leg vibration



Neck heating



Lumbar heating

c) Instructions for Use

1. "Power" button (power switch)

Press the "Power" button once to enter standby mode, which begins timing and illuminates the indicator light. Press the "Power" button again to turn off the product.

2. "Mode 123" buttons (Automatic mode buttons)

When the product is in standby or powered on, pressing the "Mode 123" button will cycle through three modes:

- First Press: Activates Mode 1
- Second Press: Activates Mode 2
- Third Press: Activates Mode 3
- Fourth Press: Turns off all modes (cycling repeats), with the corresponding LED indicator illuminated.

Mode Descriptions:

- Mode 1: Large square wave vibration (12 seconds of vibration followed by a 4-second pause), cycling in sequence. High intensity.
- Mode 2: Small square wave vibration (1 second of vibration followed by a 1-second pause), cycling in sequence. High intensity.
- Mode 3: Zigzag wave vibration.

3. "Mode 456" buttons (Automatic mode buttons)

When the product is in standby or powered on, press the "Mode 456" button to cycle through three modes:

- First Press: Activates Mode 4
- Second Press: Activates Mode 5
- Third Press: Activates Mode 6
- Fourth Press: Turns off all modes (cycling repeats), with the corresponding ED illuminated.

Mode Descriptions:

- Mode 4: Long vibration (25 seconds) → Zigzag wave vibration (35 seconds) → Small square wave vibration (25 seconds) → Waterfall light vibration pattern, cycling in sequence.
- Mode 5: Long vibration (25 seconds) → Small square wave vibration (25 seconds) → Waterfall light vibration pattern, cycling in sequence.
- Mode 6: Zigzag wave vibration (35 seconds) → Long vibration (25 seconds) → Waterfall light vibration pattern, cycling in sequence.

4. Manual buttons (neck, back, thigh, foot)

In standby or powered-on mode, pressing the manual button activates the motor for the corresponding area:

- First Press: Low intensity
- Second Press: Medium intensity
- Third Press: Strong intensity
- Fourth Press: Off

Working Mode:

The vibration sequence is as follows:

- Small square wave vibration (25 seconds)
- Zigzag wave vibration (35 seconds)
- Long vibration (full-on) (25 seconds)

Intensity Indicators:

- Low Intensity: First light illuminated
- Medium Intensity: Second light illuminated
- Strong Intensity: Third light illuminated

5. "Heat" button (heating function)

When the appliance is powered on, the "Heat" button is active. Press it once to activate the heating function, and press it again to turn off the heating.

6. Switch between automatic and manual modes.

7. The occasional testing procedure utilizes Mode 4, with the heating function activated.

4. Troubleshooting

If you encounter any issues while using the product, please try the following steps: If the problem persists, turn off the power. Do not attempt to repair or disassemble the appliance; instead, contact an authorized dealer for assistance.

Issue	Possible causes	Solutions
Appliance Not Working	<ol style="list-style-type: none">1. It won't power on2. Function button not activated	<ol style="list-style-type: none">1. Check if the power switch is properly connected2. Press the "Standby" button
Stopped working unexpectedly	<ol style="list-style-type: none">1. It won't power on2. The massage duration exceeds 15 minutes3. Overheat protection due to prolonged use4. Excessive force resulting in massage head stalled rotation	<ol style="list-style-type: none">1. Check if the power switch is properly connected2. Restart3. Cool down for one hour before restart4. Restart

5. Product Maintenance

a) Storage

- When not in use, store the product in its original packaging and keep it in a safe, dry, well-ventilated, and cool location.
- Avoid twisting the power cord.
- Do not use the power cord to hang the product.
- Keep sharp objects away to prevent scratching the surface.
- Do not expose the product to direct sunlight or high temperatures.

b) Cleaning

- Before cleaning, ensure that the power is off and the plug is removed.
- Use a dry cloth to wipe the surface of the product.

Note:

1. Do not use corrosive cleaners, such as benzene or thinner, as they may damage the product.
2. Avoid using a wet cloth to clean the product to prevent malfunction.

c) Maintenance

- Keep the product clean and stored in a low-humidity environment.
- If the product will not be used for an extended period, store it in its packaging to prevent dust accumulation.

d) Fabric Cover Washing Instructions

- Washing temperature should not exceed 40°C.
- Do not bleach.
- Do not tumble dry.
- Do not iron.
- Do not machine wash or dry clean.
- Do not soak for an extended period.
- Do not wash with other clothes to avoid staining.
- Air dry in a shady place, avoid direct sunlight.

Note:

1. Open the zipper to remove the fabric cover.
2. After washing, reattach the fabric cover correctly.

6. Product Specifications

Item	Details
Product Name	CozyFlex Relaxation Sofa
Model	MC-18E
Input	100-240VAC 50/60Hz 0.8A
Output	12.0V --- 2.0A
Product Size	142 x 58 x 15 cm
Operating Temperature	0°C - 40°C
Operating Humidity	30% - 85% RH
Storage Temperature	-5°C - 40°C
Storage Humidity	30% - 85% RH
Safety Features	Overheat protection, Overcurrent protection
Timer	15 minutes

7. Warranty Services

Thank you for choosing an ecomed by medisana product.

We are committed to ensuring your satisfaction and providing you with reliable warranty service as outlined on your warranty card. Please retain this card and present it when requesting repair services.

Warranty Coverage

From the date of your purchase, you are entitled to free warranty service for any faults covered within the specified warranty period. The effective warranty period for this product is one year. Please note that this warranty is non-transferable.

How to Request Warranty Service

To receive warranty service, you must send the product to designated sales points. When doing so, please include the original purchase receipt along with your completed warranty card. The purchase date will be determined based on the valid document issued at the time of purchase.

Important Warranty Terms

- This warranty is valid only for products used in personal, residential settings and does not apply to rental, trade, commercial, or institutional use.
- Any parts replaced during the warranty period will remain the property of Medisana Malaysia Sdn Bhd.
- The warranty card must be fully completed, including the product serial number, customer name, and purchase date; otherwise, it will be deemed invalid.

Exclusions from Warranty Coverage

The following situations are not covered by the warranty, although paid repair services are available:

- Damage resulting from human error, such as improper use of the power supply, use in abnormal conditions, failure to follow the provided manual, or self-inflicted damage during transport.
- Unauthorized disassembly, repair, or modification by the user or third parties.
- Wear and tear, including scratches on the product and its accessories (e.g., covers and decorative surfaces), as well as the natural depletion of consumables (e.g., batteries).
- Damage caused by force majeure events, such as floods, fires, lightning strikes, or earthquakes.
- Inconsistent information on the warranty card compared to the actual product, or any alterations made to the card.
- Failure to present the company-issued warranty card and valid invoice when requesting service.

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