

ecomed[®]
by medisana

CozyFlex
Massage Pillow
MP-19E



User Manual

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Thank you for choosing the ecomed by medisana CozyFlex Massage Pillow.

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.

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.

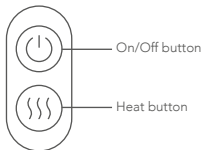
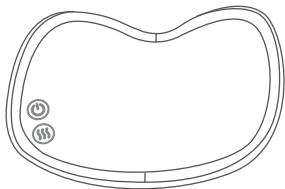
6. Additional Safety Instructions

- 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 List:

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.
- Inspect the product for any damage before use

b) Usage Illustration

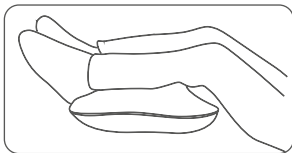
1. Upper-back



2. Lumbar region



3. Leg



c) Instructions for Use

1. Preparation before use

- Check the product for any damage.
- Position the product on your back, making sure it is oriented correctly and held in a stable, comfortable manner.

2. Instructions for use:

2.1 Standby button

Power On:

While the appliance is in shutdown mode, press and hold the power button for approximately 2 seconds to turn it on.

Default Mode:

Upon startup, the appliance will automatically enter "Lively" mode with heating enabled.

Switching Modes:

- To switch to "Soothing" mode, press the power button briefly. The indicator light will flash twice and then remain steady.
- To revert to "Lively" mode, press the power button briefly again. The indicator light will flash once and then remain steady.
- To turn off the appliance, press and hold the power button.

Note: To avoid excessive abdominal massage, the product is programmed to automatically shut off after 15 minutes of use.

2.2 Heating

Press the button briefly to toggle the heating function on or off. When heating is enabled, the massage heads will glow light red. Once the heating function is turned off, the heating light on the massage heads will also turn off.

2.3 Battery indicator

When the battery is low, the red light will flash quickly to indicate that charging is needed. During charging, the red light will flash slowly and will remain steady once the battery is fully charged.

Note: When using the power cord, the light indicators function the same as when using the battery. Charging should only be performed with the functions turned off.

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 Functioning	<ol style="list-style-type: none">1. Will not power on2. Function button not activated	<ol style="list-style-type: none">1. Check if the power switch is properly connected2. Activate the "Standby" button
Stopped working unexpectedly	<ol style="list-style-type: none">1. Will not power on2. Massage duration exceeds 15 minutes3. Overheat protection due to prolonged use4. Applying excessive force, causing the massage head to stall during rotation.	<ol style="list-style-type: none">1. Check if the power switch is properly connected2. Restart3. Wait one hour to restart the product after cooling.4. 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 Massage Pillow
Model	MP-19E
Adaptor Input	100-240V~ 50/60Hz
Product Input	14.0V ===
Power	23.8W
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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