

**ecomed**<sup>®</sup>  
by medisana

RelaxWrap  
Neck and Shoulder Massager  
NM-21E



User Manual



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Thank you for choosing the ecomed by medisana RelaxWrap Neck and Shoulder Massager.

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.

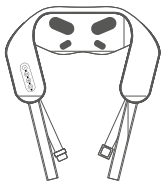
### 6. Additional Safety Instructions

- 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 List:

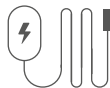
1. Product x 1
2. Charging Cable x 1
3. User Manual x 1



Neck and Shoulder  
Massager



User manual



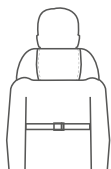
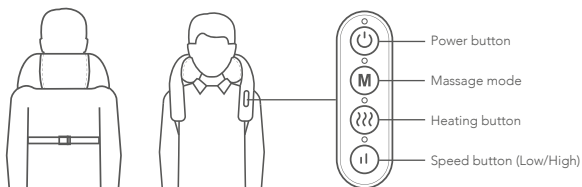
Charging cable

## Operating Instructions

### a) Preparation Before Use

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

### b) Usage Illustration



Shoulder



Neck



Thigh



Back



Waist



Calf

### c) Instructions for Use

#### **Power button:**

Press and hold for 2 seconds to turn the appliance on or off.

After powering on, the default massage intensity setting is low, heat is high, and the indicator light is red.

#### **Mode button:**

While the appliance is powered on, press the mode button once will toggle between massage modes: kneading mode (green light) and rolling mode (red light). The modes cycle sequentially with each press.

#### **Heating button:**

Press the button briefly to cycle through the heating temperature settings: the green light indicates low heat, while the red light indicates high heat.

#### **Speed button:**

In the power-on state, the slow gear mode is default. Short press to switch to fast gear and then press again to switch back to slow gear.

## 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.

<b>Fault</b>	<b>Possible causes</b>	<b>Solutions</b>
Appliance not working	<ol style="list-style-type: none"><li>1. Power won't turn on</li><li>2. Function button is not activated</li></ol>	<ol style="list-style-type: none"><li>1. Check if the power switch is properly connected</li><li>2. Activate the standby button</li></ol>
Stopped working unexpectedly	<ol style="list-style-type: none"><li>1. Power won't turn on</li><li>2. Massage duration exceeds 10 minutes</li><li>3. Overheat protection due to prolonged use</li><li>4. Applying excessive force, causing the massage head to stall during rotation</li></ol>	<ol style="list-style-type: none"><li>1. Check if the power switch is properly connected</li><li>2. Restart</li><li>3. Wait one hour to restart the product after cooling</li><li>4. Restart</li></ol>

## 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.



## Product Specifications

Item	Details
Product Name	RelaxWrap Neck and Shoulder Massager
Model	NM-21E
Rated Voltage	7.4 V --- 14.8W
Charged Voltage	5 V --- 2A(MAX)
Product Size	253 x 155x 200 mm
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	10 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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