



- 1 On/Off/Heat button
- 2 Scroll wheel/Mode button
- 3 Charging port
- 4 Red light

### Explanation of symbols



#### IMPORTANT!

Non-observance of these instructions can result in serious injury or damage to the device.



#### WARNING

These warning notes must be observed to prevent any injury to the user.



#### CAUTION

These notes must be observed to prevent any damage to the device.



#### NOTE

These notes provide useful additional information on the installation or operation.



LOT number



Recycling symbols/codes:

These are used to provide information about the material and its proper use and recycling.

## GB Safety instructions



**Read the instruction manual carefully before using this device, especially the safety instructions, and keep the instruction manual for future use. Should you give this device to another person, it is vital that you also pass on these instructions for use.**



- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- It must only be supplied at safety extra low voltage corresponding to the marking on the appliance.
- This appliance contains batteries that are only replaceable by skilled persons.
- Please do not use with the following medical electronic equipment to avoid the influence from the harm.
  - Implantable medical electronic devices, such as pacemakers, etc.
  - Artificial heart-lungs and other life-sustaining medical electronic devices
  - Electrocardiographs and other medical electronic devices
- Prohibited for use in flammable and explosive places such as petrol stations, high dust workshops, gas stations, etc.
- This product is not a medical device, it does not have the function of diagnosis and treatment of neck diseases, please consult with medical personnel if you suffer from neck diseases.
- This product is not a medical device, it has no function of diagnosis and treatment of neck diseases, please consult with medical personnel if you suffer from neck diseases. To avoid delays in the duration of treatment.
- Do not use this product while driving, rock climbing or other dangerous manoeuvres, as this may be the cause of an accident.
- This product should not be applied for more than 15 minutes at a time (please check the time), otherwise there is a risk of low-temperature burns, please do not sleep or no finish. Used under full consciousness, users who are not sensitive to heat should use lower heat level and strictly control the use time.
- Cerebrovascular disease and other blood circulation disorders, neck skin inflammation, redness, swelling, pus, cervical spine disease is prohibited to use, otherwise it may become as a cause of exacerbated symptoms.
- Please gradually increase the intensity from the low gears, otherwise you may be uncomfortable with the stimulation of the high gears and cause muscle strains.
- If neck pain, redness, swelling or any other discomfort occurs during the use of this product, please stop using it immediately and consult a doctor.
- A product contains lithium batteries, please do not disassemble, modify, flood the product or throw fire, or may lead to product damage explosion
- Do not use near the heart, above the neck, on the head, in the mouth, on the pubic area, or on skin lesions, and do not massage the soles of both feet at the same time.
- Do not apply pressure to the heart, as this may cause accidents or discomfort.
- Do not use with medical equipment or more than 2 units of this product, otherwise it may cause nausea or discomfort.
- Do not use the massager for purposes other than those described in the instruction manual, or it may be the cause of an accident.
- Do not use electrodes with chipped or damaged surfaces, otherwise accidents and malfunctions may occur.
- Do not disassemble, repair or modify this product without authorization, as this may result in malfunction or electric shock.

### About the power supply

- Only charge the unit's battery using the USB charging cable supplied. Never leave the unit unattended when it is connected to the mains (for charging) or in operation.
- Never charge the device in a flammable environment (e.g. flammable objects, gasoline, flammable gases, paint, etc.)
- Only connect the unit for charging so that the cable and power connector are freely accessible.
- The built-in batteries are not intended for replacement or removal by the end user. If problems occur with the power supply, contact the customer service.
- This device must only be supplied at safety extra low voltage (SELV) corresponding to the marking on the appliance.
- To disconnect the unit from the mains, always pull the plug out of the power connection. Do not pull on the cable!

### Specific groups of people

- Do not allow infants, children, totally or partially unconscious persons to come into contact with this product or use it, as this may be the cause of an accident.
- Not for use by people over 70 years of age. People over 65 years of age have fragile skin and insensitive nerve endings, so please choose the best choice when using this product. Lower intensity and strict monitoring of usage time.
- Do not use the device, or only after consulting your doctor, if:
  - you are pregnant,
  - you have a cardiac pacemaker, artificial joints or electronic implants,
  - you suffer from one or more of the following illnesses and complaints: Circulation disorders, varicose veins, open wounds, bruises, broken skin, inflammation of the veins.

- If the patient is using high frequency surgical equipment and a massager at the same time on the body, burns may be caused at the position of the electrode pads of the massager, and damage may also occur.
- The output of the massager may be unstable when used in the vicinity of short-wave or microwave therapy equipment (1m).
- The electrodes should not be placed near the heart in the chest during massage, as this may increase the cause of cardiac fibrillation.
- Skin allergy to stainless steel electrodes and heat sensitivity are prohibited.

### Before using the unit

- Check the massager carefully for damage before each use. Do not operate a defective device.
- Do not use the device if any damage is visible, if it is not working properly, if it has been dropped or if it has become wet. To avoid hazards, send the unit to the service centre for repair.

### Operating the unit



- **The device is not to be used for commercial use or medical purposes.**
- **If you have health concerns, consult your doctor before using the device.**
- **Only use the massager indoors.**
- **Do not use the massager in damp rooms (e.g. when bathing or showering).**

- Adjust the pulse level to a comfortable self-accepted intensity, high levels may cause strong stimulation.
- If the user's neck skin is dry, there may be a tingling sensation on the neck during the massage, you can use water or gel to moisten the skin before the massage. If the electrode sheet and the neck skin are not tightly fitted, the neck may tingle during the massage, you can adjust the electrode sheet and the neck skin tightly fitted.
- Massage process pulse will stimulate the neck muscle groups and venous blood pressure to accelerate the circulation, due to the F part of the neck epidermal tissue of high activity, there may be local congestion phenomenon (manifested as red marks on the skin of the neck), can be used to alleviate the congestion of hot towels for hot compresses.
- A product electrode sheet has a surface heat function, heat insensitive people must pay attention to it.

### Intended Use

The **medisana** EMS Neck Massager **EM 300** is intended for targeted treatment, mainly of the neck. The pleasant massage has 9 levels of intensity and can be enhanced with heat treatment. The device is not intended for medical-therapeutic use. It is not suitable for clinics, massage practices, wellness studios, etc. The massage device is not a medical device and is not intended for the treatment of pain. In case of doubt or uncertainty, consult your doctor before use.

### Items supplied and packaging

Please check first of all that the device is complete and is not damaged in any way. In case of doubt, do not use it and contact your supplier or your service centre.

The following parts are included:

- 1 **medisana** EMS Neck Massager **EM 300**
- 1 USB-C charging cable
- 1 instruction manual



#### WARNING

**Please ensure that the polythene packing is kept away from the reach of children! Risk of suffocation!**

### Charging the battery

- Use a 5V mains adapter and connect the supplied USB charging cable to the adapter and to the USB-C charging port 3 of the device.
- During charging, the LED indicator will flash in orange color. The charging time is about 3 - 4 hours. When the battery is fully charged, the LED indicator will turn blue. The device cannot be used during the charging process.
- When the device's battery is low, LED indicator will turn orange. When the battery is almost out of power, the LED indicator will flash in orange and then automatically shut down. The device should be recharged.

### Using the device

- Press the On/Off/Heat button 1 for approx. 2 seconds to switch on the device. The device starts working straight away at low intensity. Slide the scroll wheel 2 to adjust the intensity of EMS massage from level 0 to 9.
- Press the Mode button 2 to switch between 5 massage modes: soothing mode, kneading mode, beating mode, comprehensive mode, traction mode.
- Press the On/Off/Heat button to switch the heat level between Low, Medium, High and Off. When heat function is on, the red light 4 will be activated.
- Press and hold the Scroll wheel 2 for 5 seconds to enable/disable the voice prompt function.
- After 15 minutes of constant use, the device will switch off automatically.



#### CAUTION

**Make sure that the maximum operating time of 15 minutes is not exceeded.**

### Troubleshooting

#### • Device cannot be switched on or cannot be charged:

- Only use the appliance in rooms with the appropriate operating temperature. Failure to do so may result in functional impairments. If the device has been outside the permitted environment, place it in the correct environment for approx. 2 hours without further use and try charging or switching it on again.
- Also check whether the battery is sufficiently charged before switching the device on again.
- **Device does not work or does not work normally, battery charge level too low:**
  - Always charge the battery in good time. Otherwise, the electronics may switch off the protection.

### Maintenance and cleaning

- Keep away from hard objects and avoid bumps and cuts.
- To clean the exterior of the unit, wipe with a damp paper towel or soft eyeglass cloth.
- If it is not used for a long time, it is recommended to charge it once a month to keep the power at 20% or more of the main battery when using it.
- Please use the equipment at temperatures between 0°C and 35°C and store the equipment and its accessories at temperatures between -20°C and +45°C.
- When the ambient temperature is too high or too low, it may cause equipment failure.

### Disposal



This product must not be disposed of together with domestic waste.

All users are obliged to hand in all electrical or electronic devices, regardless of whether or not they contain toxic substances, at a municipal or commercial collection point so that they can be disposed of in an environmentally acceptable manner. Consult your local authority or your supplier for information about disposal.

### Technical specifications

Name and model:	<b>medisana</b> EMS Neck Massager <b>EM 300</b>
Power supply:	3.7V, 1000mAh Input: 5V = 1A, 5W
Max. operating time:	15 minutes, with automatic switch-off
Operating conditions:	Only use in dry rooms at 0°C to +35°C
Storage conditions:	In a cool, dry place
Dimensions (L×W×H):	Approx. 15.5 x 12.8 x 3 cm
Weight:	Approx. 104 g
Article No.:	50024
EAN No.:	4897138 50024 5

**In accordance with our policy of continual product improvement, we reserve the right for technical and design changes without notice.**

The current version of these instructions for use can be found at [www.medisana.asia](http://www.medisana.asia)

### Warranty and repair terms

Please contact your dealer or the service centre in case of a claim under the warranty. If you have to return the unit, please enclose a copy of your receipt and state what the defect is. The following warranty terms apply:

1. The warranty period for **medisana** products is one year from date of purchase. In case of a warranty claim, the date of purchase has to be proven by means of the sales receipt or invoice.
2. Defects in material or workmanship will be removed free of charge within the warranty period.
3. Repairs under warranty do not extend the warranty period either for the unit or for the replacement parts.
4. The following is excluded under the warranty:
  - a. All damage which has arisen due to improper treatment, e.g. non-observance of the user instructions.
  - b. All damage which is due to repairs or tampering by the customer or unauthorised third parties.
  - c. Damage which has arisen during transport from the manufacturer to the consumer or during transport to the service centre.
  - d. Accessories which are subject to normal wear and tear.
5. Liability for direct or indirect consequential losses caused by the unit are excluded even if the damage to the unit is accepted as a warranty claim.