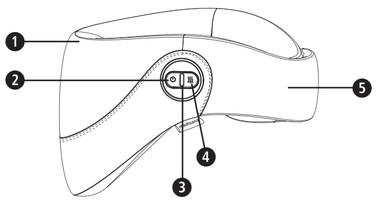
medisana

GB Instruction Manual
Neck Trainer NT 105

Device and controls



❶ Neck support
❷ Power/ mode button
❸ USB-C charging port
❹ Heat button
❺ Velcro strap

Explanation of symbols

Do not insert needles into the device!

Not suitable for very young children!

Only use indoors!

Do not wash

Do not bleach!

Do not dry the device in a tumble drier!

Do not iron the heated blanket!

Do not dry clean

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 LOT number

Recycling symbols/codes:
These are used to provide information about the material and its proper use and recycling.

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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 product is not designed to be waterproof and should not be used in environments that may expose it to rain, lightning, sand, dust, or snow.
- Please ensure that the socket used is a qualified product certified for national safety standards, and do not overload the power outlet.
- Do not use this product if the fabric cover is damaged.
- If you experience unusual or severe pain during use, do not use this product.
- Do not sit on the product or apply excessive pressure to it.
- Do not insert foreign objects into any openings of the product.
- This product has a heating function; if the temperature is abnormal or significantly higher than the set temperature, stop using it immediately.
- The exercise mode of this product may vary for each individual and cannot be guaranteed to be effective for everyone.

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

- Children aged 14 and under (including infants and toddlers), and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge should use this product under the guidance of a professional.
- Children must be supervised to ensure that they do not play with the device.
- Do not use this unit to supplement or replace medical treatment. Chronic complaints and symptoms may be made worse.
- Do not use the **Neck Trainer NT 105**, 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.
- Do not use the appliance near your eyes or near any other sensitive areas.
- If you experience any pain or discomfort while using the device, stop immediately and consult your doctor.
- The surface of the appliance is hot. People who are insensitive to heat must be careful when using the appliance.
- Before using the device, consult your doctor regarding any unexplained pain, if you are undergoing medical treatment or using medical equipment.
- Children under the age of three must not use this device due to their inability to react to overheating.
- This appliance contains non-replaceable batteries.

Before using the unit

- Check the device 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 device indoors.**
- **Do not use the device in damp rooms (e.g. when bathing or showering).**

- The device must only be used for its intended purpose as described in the instruction manual.
- Using the device for any other purpose invalidates the warranty.
- Only use the device in the proper place, that is, around the neck.
- Do not use the device while you are asleep or when you are lying in bed.
- Do not use the device before going to sleep.
- Never use the device while driving a vehicle or operating a machine.
- Very long periods of use can lead to overheating. Always allow the device to cool down before using it again.
- Never put the unit down next to an electric stove or other sources of heat.
- Do not allow the device to come into contact with pointed or sharp objects.
- Do not cover up the appliance when it is switched on. Never use it under blankets or cushions. There is a risk of fire, electric shock or injury.

Intended Use

The **Neck Trainer NT 105** is intended for targeted treatment, mainly of the neck. The device is not intended for medical-therapeutic use. It is not suitable for clinics, massage practices, wellness studios, etc. The 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** Neck Trainer **NT 105**
- 1 Charging cable, USB-C

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 with an output current of 2A. Connect the supplied USB charging cable to the adapter and to the USB-C charging port ❸ of the device.
- When the battery level is below 15%, the white light will flash quickly, and the buzzer will beep three times to signal that charging is required.
- While charging, the white light will flash slowly; once fully charged, the white light will remain on.

Using the device

Exercise mode

- Press Power/ mode button ❷ for approx. 2 seconds to switch on the device. It will default to Exercise mode, indicated by a white light and a single beep. The cervical spine will then move up and down repeatedly.
- The device will be switched off automatically after 15 minutes for the Exercise mode. Or press the Power/ mode button ❷ for about 2 seconds to turn it off, with a single beep.

Stationary mode

- Short press the Power/ mode button ❷ to switch to Stationary mode, which will maintain a set elevation height; indicated by a blue light and a single beep. Press again to switch back to Exercise mode.
- The device will be switched off automatically after 60 minutes in Stationary mode. Or press Power/ mode button ❷ for approx. 2 seconds to switch off; the buzzer will beep once.

Heating function

- The heating function is disabled by default when the device is powered on. Short press the Heat button ❹ to activate heating; the light will turn orange, followed by a beep. Press it again to turn off the heating; the light will turn off, and followed by a beep.

Troubleshooting

Symptoms	Possible Causes	Solutions
Device cannot be switched on.	1. Device is out of battery. 2. Device is switched off.	1. Please charge the device before use. 2. Press and hold the Power/ mode button ❷ for 2 seconds.
Device suddenly stopped working.	1. Device is out of battery. 2. The operating time has ended. 3. Device has been used for a long time.	1. Please charge the device before use. 2. Restart the device by pressing the Power/ mode button ❷ for 2 seconds. 3. Turn the device off for 1-2 hours and then restart it.
The product is loud during operation.	1.It has been used for a long period of time. 2.This is a normal sound generated by the mechanical structure during operation.	Turn the device off for 1-2 hours and then restart it.
Product Overheating	Device has been used for a long time.	Allow the product to cool for at least 1-2 hours.

Maintenance and cleaning

- In the event of malfunctions or damage, do not repair the unit yourself, as this will invalidate any warranty claims. Consult your specialist dealer and have repairs carried out only by authorised service centres in order to avoid hazards.
- Only use accessories intended for the unit and supplied by the manufacturer.
- Cleaning and user maintenance must not be carried out by children without supervision.
- Before cleaning the appliance, make sure that the appliance is switched off and the power supply unit is disconnected. Allow the unit to cool down.
- Clean the device with a neutral detergent and a soft cloth. Do not use machine oil, organic solvents or other chemicals for cleaning.
- May not be bleached, ironed or dry cleaned!
- Never immerse the appliance in water to clean it and ensure water cannot get into the appliance.
- Wait until the device is completely dry before using it again.
- You should ideally store the device in its original packaging and keep it in a clean, dry place.
- Store the device in a safe, clean, cool and dry, well-ventilated place. Secure it against falling and shocks.

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:	**medisana** Neck Trainer **NT 105**
Power supply:	Li-Ion battery 3.7V, 2000mAh Input: USB-C, 5V ⎓ 2.0A
Max. operating time:	Exercise mode: 15 minutes; Stationary mode: 60 minutes with automatic switch-off
Operating conditions:	Only use in dry rooms at −5°C to +40°C
Storage conditions:	In a cool, dry place
Neck circumference:	30 - 49 cm
Dimensions (L×W×H):	Approx. 19.9 x 17 x 13.5 cm
Weight:	Approx. 0.45 kg ± 0.1 kg
Article No.:	50135
EAN No.:	4897138 50135 8

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

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.

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