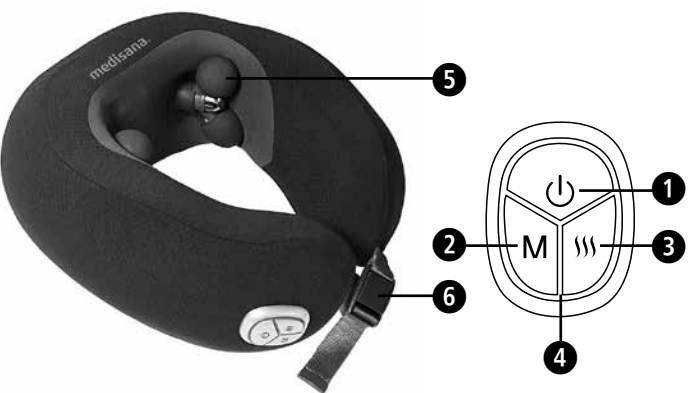


Device and controls



- ❶ On/Off button
- ❷ Speed button
- ❸ Heat button
- ❹ Charging port
- ❺ Shiatsu massage heads
- ❻ Clasp

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 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.



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

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- 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 **NM 500** neck massager, 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 during the massage, 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 massager, 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 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).**

- 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 and on the shoulders.
- 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. The massage has a stimulating effect.

- Never use the device while driving a vehicle or operating a machine.
- The maximum operating time for one session is 10 minutes. Prolonged use reduces the service life of the device.
- 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 massage cushion 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 **NM 500** massager is intended for targeted treatment, mainly of the neck. The pleasant massage has 2 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.

Maintenance and cleaning

- The unit is maintenance-free. You may only carry out cleaning work on the unit yourself. 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.

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 Massage Pillow **NM 500**
- 1 Charging cable, USB-C
- 1 Short instructions
- 1 hand strap

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 port of the device.
- During charging, the red LED indicator will flash. 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, the red LED indicator light will flash for 5 seconds and then automatically shut down. The device should be recharged.

Using the device

- Press the On/Off button **❶** for approx. 2 seconds to switch on the massage function. The device starts working straight away at low intensity. Press speed button **❷** to switch between low speed, high speed and pause. Massage direction changes every 1 minutes automatically by default. Press the On/Off button **❶** for approx. 2 seconds once again to switch all functions off.
- Press the HEAT button **❸** to switch on the heat function. The LED indicator changes its colour to orange. To switch the heat function off, press the HEAT button **❸** again.
- After 10 minutes of constant use the device will switch off automatically.

CAUTION
Make sure that the maximum operating time of 10 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.

Cleaning

- 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 massager 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 Massage Pillow NM 500
Power supply:	Li-Ion battery 7.4V, 2000mAh Input: USB-C, 5V === 2.0A
Max. operating time:	10 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
Dimensions (L×W×H):	Approx. 24.5 x 24.5 x 12 cm
Weight:	Approx. 0.85 kg ± 0.1 kg
Article No.:	50025
EAN No.:	4897138 50025 2

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:

- The warranty period for **medisana** products is three years 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.
- Defects in material or workmanship will be removed free of charge within the warranty period.
- Repairs under warranty do not extend the warranty period either for the unit or for the replacement parts.
- The following is excluded under the warranty:
 - All damage which has arisen due to improper treatment, e.g. non-observance of the user instructions.
 - All damage which is due to repairs or tampering by the customer or unauthorised third parties.
 - Damage which has arisen during transport from the manufacturer to the consumer or during transport to the service centre.
 - Accessories which are subject to normal wear and tear.
- 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.

medisana.

Unit E&F, 31/F, YHC Tower, 1 Sheung Yuet Road,
Kowloon Bay, Kowloon, Hong Kong