

CONFIER

Ultra-Slim Shiatsu Back Massager with Heat



User Manual
CF-1515

Safety Instructions



Please read the following instructions carefully before putting your massage device into use to ensure trouble-free operation and optimum efficiency. Please retain these operating instructions for further use!

- The massage device conforms to recognized technical principles and the latest safety regulations.
- Do not wet, do not use pins, never remove cover.
- This item is NOT A TOY. Close supervision is necessary when this appliance is used by, on, or near children or disabled persons.
- This appliance should never be left unattended when plugged in.
- Any possible repairs may only be carried out by authorized expert staff. Improper use and unauthorized repairs are not permitted for safety reasons and lead to loss of warranty.
- Never touch the power plug with wet hands.
- Please avoid contact of the device with water, high temperatures and direct sunlight.
- Do not use any damaged cables, plugs or loose sockets.
- Never operate under blankets where the air opening may be blocked.
- If plugs or cords are damaged, they must be replaced by the manufacturer, a service representative or by qualified personnel.
- In case of malfunction, disconnect immediately from the mains.
- Do not use if you have skin disorders, open wounds, or swollen or inflamed areas.
- Misuse or incorrect use excludes any liability for damage.
- Do not use this device while driving.
- Do not use while you sleep.
- Do not use with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.
- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not be exceeded 30 minutes at a time.
- Each massage – even a hand massage – must be refrained from during pregnancy or if **one or more of the following complaints are present in the massage area: recent injuries, thrombotic diseases, all kinds of inflammations and swellings, and cancer.** It is recommended to consult a doctor before having a massage for the treatment of ailments and illnesses.
- If you are dependent on electrical aids e.g. pacemakers, please be sure to consult your doctor for medical advice before taking a massage.
- The packaging material supplied should not be used as a toy.
- The device is not to be used for commercial use or medical purposes.

Failure to observe the above instructions may constitute misuse of the product and can cause serious injury or burns.

Have question ?



Tel: (248) 819-2623

Monday-Friday 9:00AM-4:30PM



Email: supportus@comfier.com

Instruction

Thank you for purchasing Comfier Massager.

With normal care and proper treatment, it will provide years of reliable service.

Please read all instructions carefully before using this product.

Please retain this manual for future reference.

FEATURES

- Ergonomic design
- Soothing heat with 2 selectable levels
- Up-and-down rolling to cover the entire back
- Shiatsu massage with 3 selectable modes and 3 adjustable speeds

CONTENTS



Massage cushion



Home adapter



User manual

TECHNICAL DATA

Measurements: 23.2x18x2.8 inches

Weight: 3.5 lbs

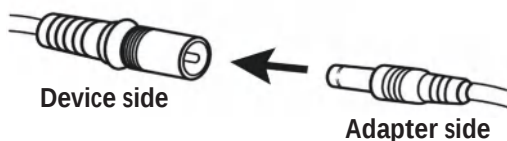
Voltage: Input: 100-240V ~50/60Hz

Output: 12V =2A

Nominal Power: 24Watt

Setup and Operation

1. Place the device on a chair or sofa, or place it on other support.
2. Connect the adapter cable to the corresponding cable on the device.



3. Plug the home adapter into an outlet between 100-240V.
4. Turn on the device by operating the hand controller(instructions as below).
5. You also may soften the massage pressure by placing a blanket or towel between you and the device.

Power Button:
Press to turn on the device.
The green light stays on.
Default settings: full back shiatsu, medium speed, high heat, and 15-minute timer. Corresponding indicators will light up.
Press again to stop all functions, the device enters standby mode with a flashing red light for 3 minutes, if no button is pressed, the light turns off automatically.

Spot Button:
Press to focus massage on a specific area.
Default speed is medium.
Press again to exit.

Mode Button:
Press to cycle through the modes:
M1: Full Back Massage – Green light
M2: Upper Back Massage – Yellow light
M3: Lower Back Massage – Red light
Turning off speed will also disable this mode.

Speed Button:
Press to cycle through speed settings :
Medium speed – Yellow light
High speed – Red light
Off – Indicator off
Low speed – Green light

Heat Button:
Press to cycle through heat settings:
High heat – Red light
Low heat – Yellow light
Off – Indicator off



- This device will switch off automatically after the set timer runs out.
- Do not set up or use the device in a bathroom or similary wet / damp areas.
- Do not use this device while driving.
- Sit upright against the chair back and allow the massager to rest naturally against your back. Do not lean forward or apply excessive pressure.

- For your own safety, we equip the device with protection against over-heating. Heat is created in the motors when they are placed under great stress and excessive pressure. Before this could create any risk and after the set timer runs out, the device will switch off automatically and will only allow switching on again after an appropriate downtime.
- Likewise, you should allow your body some rest periods. To avoid straining your muscles too much, we recommend not exceeding a continuous massage of 30 minutes.

Care and Cleaning Instructions

1. Do not wash in washing machine or immerse the product or the adapter in water.
2. Always unplug the device before cleaning. Clean only with a soft, dry cloth.
3. The device should be wiped with a slightly moist cloth and dried thoroughly.
Do not wipe the product with alcohol or harsh chemicals such as thinner or bleach.
4. Keep away from heat, fire or exposure to direct sunlight.
5. Do not apply excessive pressure or impact onto massager/massage heads. Applying a direct force in excess of 110lbs, may damage your device and invalidate your warranty. Refrain from over usage of the device.
6. Store the device in a cool, dry place out of reach of children.
7. Avoid contacting with sharp edges or pointed objects which might cut or puncture the cover of device.

TROUBLESHOOTING GUIDE

Most issues are caused by excessive pressure, incorrect positioning, or the built-in safety protection being activated.

Please refer to the table below before contacting customer support.

Problem	Possible Cause	Solution
Device switches off suddenly	Auto timer has ended (15 minutes).	This is normal. Restart the device if needed.
	Overheat protection activated due to excessive pressure or prolonged use.	Turn off the device and allow it to cool for 15–30 minutes before restarting. Reduce pressure during use.
Massage heads rotate slowly or feel weak	Excessive body weight or pressure applied.	Sit upright and allow the device to rest naturally against your back. Do not lean forward.
	Incorrect positioning.	Adjust the device position and use a lower speed setting if needed.
Device does not start	Adapter not properly connected.	Ensure the adapter is securely connected to both the wall outlet and the device.
	Safety protection active after extended use.	Allow the device to rest for 15 minutes before restarting.
Jerky movement or vibration during massage	Uneven pressure on massage heads.	Adjust your sitting position to distribute pressure evenly.
	Device placed on unstable surface.	Place the device firmly against a chair or sofa back.
Infrared heat light is on, but massage heads do not move	Overload protection triggered.	Remove pressure, turn off the device, and allow it to cool for 15–30 minutes .
	Excessive pressure applied.	Restart the device with reduced body pressure.
Device stops after long use	Continuous use exceeded recommended time.	Do not exceed 30 minutes of continuous use .
	Internal temperature protection activated.	Allow sufficient cooling time. Longer cooling may be required in warm environments.

Warranty

If the product(s) is damaged or defective within a reasonable time, COMFIER offers the warranty as below.

Period	Return for refund	Return for replacement	Who paid shipping?
Within 30 Days	Yes	Yes if undamaged	Comfier
31- 90 Days	Yes after being justified	Yes after being justified	Comfier
91 Days - 1 Year	No	Yes after being justified	Buyer
1 Year - 3 Years	No	Only to buyers who have received extended warranty	Buyer

Comfier warrants the product to be free from defects in workmanship and materials, under normal use, for a period of 12 months from the original invoice date, except as noted below. Comfier products can be repaired or replaced within warranty period or returned for refund within 90 days if the products break down in the period of proper use.

The warranty extends only to consumers, NOT to any retailers or resellers. This warranty is effective only if the product is purchased and operated in the country in which the product is purchased. Warranty claims for product defects, unless extended warranty is registered, expire 12 months from the purchase day. Warranty claims CANNOT be processed for items that have exceeded the warranty period. The warranty does NOT cover the replaced, refurbished product. The warranty does have other limitations as below “Warranty Limitations”. To obtain warranty service on Comfier products, follow “Warranty Claim Procedures” below.

Warranty Claim Procedures:

1. Any product the customer believes is defective and seeks for warranty, the customer must provide to Customer Support:
 - a) Valid proof of purchase (see below the definition of valid proof of purchase);
 - b) Pictures and/or description are required to claim defective merchandise;
 - c) Model number and Series Number label attached to each product
2. If the warranty claim is justified by Comfier Customer Support, customer(s) will obtain from Comfier a Warranty/Return Authorization Number (RMA Number)
3. Comfier reserves the right to specify that items be returned to the designated warehouse for inspection or be inspected by our representative in the field or be retained by customer.
4. Any claim for defective merchandise returns must be packed in original packaging
5. The item(s) will be repaired or replaced or a refund credit will be issued once the item(s) are delivered. When returning items with RMA# and a prepaid shipping label provided by Comfier, Comfier takes responsibility for any damage or loss incurred in transit.

Valid proof of purchase under this Warranty:

Order numbers from online purchases made through Comfier official store (www.comfier.com) or Comfier's direct-authorized resellers, currently only at Amazon/eBay/Walmart. For product(s) obtained from other Channels, please contact the customer service of the Channel directly for appropriate solution.

Warranty

Warranty Limitations(this warranty does not include):

Normal wear and tear; Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial use; Any condition resulting from incorrect or inadequate maintenance or care; Damage resulting from misuse, abuse, negligence, accidents or shipping damage, exposed to environmental conditions temperatures, water, improper operation,improper installation, improper use of electrical supply; transportation damage; theft,vandalism or;Damage resulting from the attachment or modification of any unauthorized accessories;Fail to show the valid proof of purchase;Lost or stolen products;Items that have expired their warranty period; No quality-related issues (after 30 days of purchase);Free product/ Gift offer by Comfier; unauthorized repairs or modification; Replaced or refurbished product.Dissatisfaction due to buyer's remorse (after 30 days of purchase).

Refund Procedures:

(Refer to <https://www.comfier.com/pages/return-policy>)

Warranty Disclaimer

THE WARRANTY PROVIDED HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY. COMFIER SHALL HAVE NO LIABILITY FOR, AND EXPRESSLY DISCLAIMS ANY WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THIS WARRANTY STATEMENT, INCLUDING, WITHOUT LIMITATION

- (1) THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE;
- (2) ANY WARRANTY OR AFFIRMATION OF FACT RELATED TO MISUSE, IMPROPER SELECTION, RECOMMENDATION, OR MISAPPLICATION OF ANY PRODUCT; AND
- (3) ANY WARRANTY OR AFFIRMATION OF FACT THAT THE CATALOGS, LITERATURE AND WEBSITES IT PROVIDES ACCURATELY ILLUSTRATE AND DESCRIBE PRODUCTS.

Comfier reserves all the right for final interpretation of these Terms of Warranty and Return Policy above and the aright to change, modify, add or remove portions of these terms at any time without prior notification.

Extend Warranty for Free

- 1) Extend your warranty from 1 year to 3 years by visiting our Comfier online service center at <http://support.comfier.com> or by scanning the QR code below:
- 2) Alternatively, like our COMFIER Facebook page at <https://facebook.com/comfiermassager> or scan the QR code below, to message us with your purchase proof



Your application for a free warranty extension must be completed within 60 days of purchase.

ORDERING REPLACEMENT PARTS

To order additional parts and attachments, visit <http://www.comfier.com>

FCC STATEMENT

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING: Changes or modifications to this unit is not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Know more about Comfier



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*Please provide your order number before contacting customer support