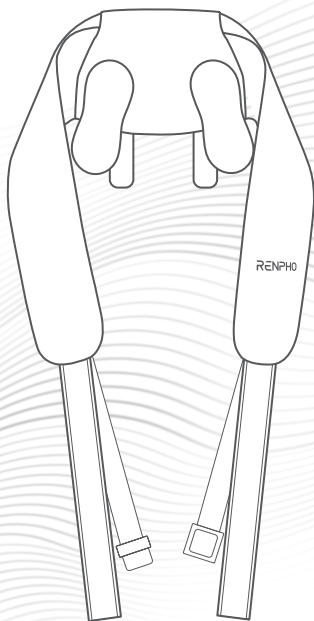


RENPHO

USER MANUAL



U-NECK BUDDY

Model: R-WMN01

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS CAREFULLY BEFORE USE.

1. 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.
2. Children should be supervised to ensure that they do not play with the appliance.
3. The device is intended for household use only and not intended for medical use. It should not be used in treatment or alleviation of disease or abnormal physical state. It just offers a massage function.
4. Please consult a doctor before use if you fit into any of the following user groups:
 - Persons who are pregnant or postpartum
 - Persons with skin infections, allergies, redness and/or skin burns
 - Persons with osteoporosis
 - Persons who had undergone surgery
 - Persons with any swelling or wound around the abdomen
 - Persons with a pacemaker or other implantable medical devices
 - Patients with heart disease, malignant tumors, or other serious health conditions
 - Persons who are receiving medical treatment
 - Persons with heart problems, abnormal blood pressure, diabetes or neurological disorders
5. If you feel unwell or in any unusual discomfort, please stop using the appliance immediately.
6. NOT suitable for children.
7. DO NOT use it while driving.
8. The elderly need to use under the doctor's guidance.
9. DO NOT use this appliance after drinking or taking sleeping pills.
10. NEVER try to inspect or open the appliance in any way.
11. DO NOT use this appliance for too long, as this may cause minimal damage to the skin.
12. DO NOT put heavy objects on the appliance.
13. DO NOT use this appliance if you apply any oils or lotions to your skin.
14. NEVER clean this appliance unless it is unplugged. Use a cloth dampened with a very small amount of water to clean. You can use

non-abrasive cleaners. DO NOT plug this appliance back in until it is totally dry.

DANGER - To reduce the risk of electric shock:

1. Never use pins or other metallic fasteners with this device.
2. Do not use the device with wet hands or submerge the device in water or any liquid.

CAUTION - To reduce the risk of burns:

1. Use heated surfaces carefully. May cause serious burns. Do not use over insensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
2. The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.

WARNING - To reduce the risk of burns, fire, electric shock, or injury to persons:

1. Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
2. Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
3. Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
4. Never operate this device if it is not working properly, has been damaged, or dropped into water.
5. Never drop or insert any object into any opening.
6. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.

About the battery:

1. Do not use while bathing or in a shower.
2. Do not place or store appliance where it can fall or be pulled into a tub or sink.
3. Do not place in or drop into water or other liquid.
4. Do not expose the appliance or battery to excessive temperatures.
5. Be aware of the risk of terminals of the battery-operated appliance or battery being short-circuited by metal objects.
6. This appliance contains batteries that are non-replaceable. When the

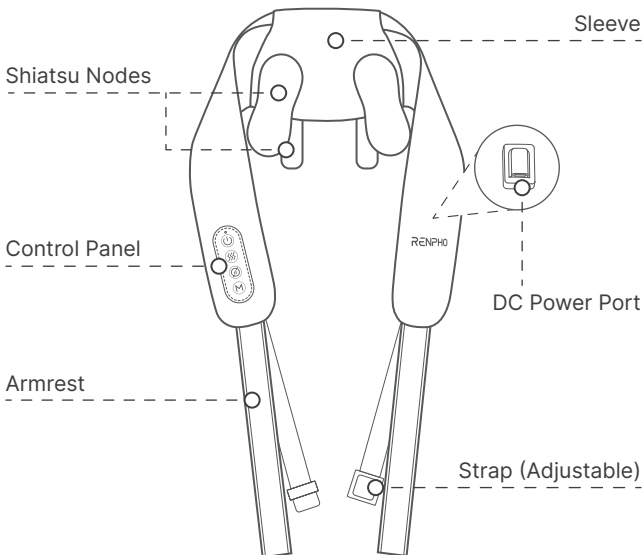
- battery is at end of life, the appliance shall be properly disposed of.
7. Do not dismantle, open or shred battery.
 8. Do not subject cells or batteries to mechanical shock.
 9. In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
 10. Secondary cells and batteries need to be charged before use.
Always use the correct charger and refer to the manufacturer's instructions or product manual for proper charging instructions.
 11. Do not leave a battery on prolonged charge when not in use.
 12. After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
 13. CAUTION - The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not recharge, disassemble, heat above 100°C (212°F).

SAVE THESE INSTRUCTIONS

WHAT'S IN THE BOX

U-Neck Buddy x1
USB-C Charging Cable x1
User Manual x1
Quick Guide x1

ABOUT YOUR U-NECK BUDDY



Indicator

Status	Indicator
Device turned on / Normal operation	Turns solid white
Low battery / Charging	Flashes red slowly
Fully charged	Turns solid red

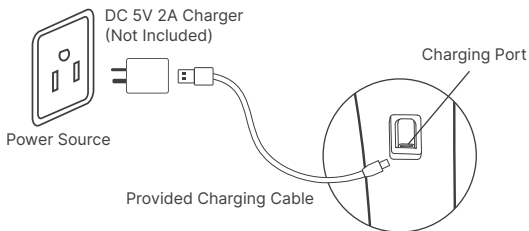
Buzzer

Status	Buzzer
Device on/off	Long beep
Low heat	One short beep
High heat	Two short beeps
No heat	Long beep
Adjusting intensity level	One short beep
Changing mode	One short beep
15min auto-off timer	Long beep
5/10min auto-off timer	One short beep
Low battery	Three short beeps

CHARGING YOUR U-NECK BUDDY

Fully charge the device before first use.

Charging Time: approx. 3.5 hours

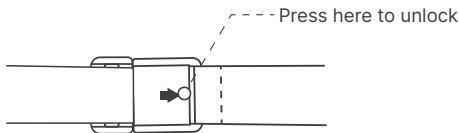


Note: Do not use the device while charging.

USING YOUR U-NECK BUDDY

1. Wearing

- To unlatch the buckle, apply pressure to the tab simultaneously while gently pulling the two sides apart.



- b. Wear the belt around your desired massage areas and adjust the belt tightness, then fasten the buckle.



2. Operation

Button / Feature	Function
 Power Button	a. Press and hold to power on / off. b. Press to select the timer: 10min (default) / 15min / 5min.
 Heat Button	Press to adjust the heat level: high heat (48°C / 118°F, default) / no heat / low heat (43°C / 109°F).
 Intensity Button	Press to adjust the intensity level: soft pressure (default) / strong pressure.
 Mode Button	Press to change the mode: forward (default) / forward and reverse in turn/ reverse.

Note:

- Memory function: The device automatically recalls the last set heat level, pressure level and massage mode once turned on again.
- Auto-off timer: Once the timer is set, the device will operate for the selected duration and then automatically shut off.

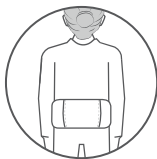
Suitable for:



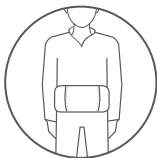
Neck & Shoulder



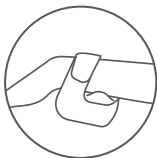
Back



Waist



Abdomen



Thighs



Calf

DO NOT use on the head, elbows, knees, chest, or other areas.

CLEANING & MAINTENANCE

1. Turn off the device and allow it to cool down before cleaning or storing.
2. Wipe the device surface with a soft, dry cotton cloth. If there are stains or stubborn dirt, use a cotton ball or cloth soaked in alcohol to clean. Do not submerge the device in water or use bleach or corrosive cleaners.
3. To clean the sleeve, gently detach it from the massager, hand wash with mild detergent and rinse thoroughly with clean water.
4. Allow the device and sleeve to air dry completely before use

or storage.

5. Store the device in a cool, dry place. Do not expose it to direct sunlight, moisture, heat, and corrosive gases.
6. If the device has not been used for over 3 months, charge it from time to time to prolong its lifespan.
7. Do not unzip, disassemble or repair the device by yourself as this may cause damage and void the manufacturer's warranty.

TROUBLESHOOTING GUIDE

Problem	Possible Cause	Solution
Power-on failure.	Button not pressed long enough.	Press and hold the Power Button for 2 seconds to turn on the device.
	Batteries are weak or depleted.	Charge the device.
Charging failure.	Use other types of charging cables.	Use the provided charging cable only.
	Use a charger with high voltage.	Use a DC 5V 2A charger.
The device shuts off suddenly.	Batteries are weak or depleted.	Charge the device.
	Auto-off timer is activated.	Restart the device if needed.
The device makes a mechanical sound.	It is a normal sound made by the massage nodes.	No need to do anything.

Problem	Possible Cause	Solution
No heating or insufficient heating.	The heating function is disable.	Press the Heat Button to enable the heating function.
	It takes time to heat up.	Wait for 1 minute.
	The device is overheating.	Allow it to cool down and restart it.
The massage nodes are not in close contact with the desired massage areas.	The strap is too loose.	Adjust the strap.
	Insufficient pulling force applied.	Increase the pulling force on the armrest.
The massage intensity is too high.	The strong pressure is chosen.	Press the Intensity Button to adjust the intensity level.
	The strap is too tight.	Adjust the strap.
	Too much pulling force applied.	Decrease the pulling force on the armrest.
	Sensitive to pressure.	Add a soft cloth between the massager and your skin.
The massage intensity is too low.	The soft pressure is chosen.	Press the Intensity Button to adjust the intensity level.
	The strap is too loose.	Adjust the strap.
	Insufficient pulling force applied.	Increase the pulling force on the armrest.
If you encounter any other problems, please contact our customer service.		

TECHNICAL SPECIFICATIONS

Product Name: Shoulder and Neck Massager

Model: R-WMN01

Input: 5V  2A

Rated Power: 10W

Battery Capacity: 2200mAh 16.28Wh

Charging Time: about 3.5H

Auto-off Timer: 5/10/15 minutes

Product Size: 28×6.3×5.9inch / 710×160×150mm

Product Weight: 2.5lb / 1.15kg

WARRANTY POLICY

Your RENPHO product purchase is covered by a one-year limited manufacturer warranty from the date of delivery.

For warranty terms and conditions, please visit:

<https://renpho.com/pages/warranty-terms-and-conditions>

Note: Product registration is not required for the warranty.

If you choose not to register your product, it will not diminish the product warranty.

CUSTOMER SERVICE

Please feel free to contact us if you have any questions or concerns. RENPHO Customer Service Team guarantees a quick response and hassle-free solutions to any issue you may have within business hours.

Reefan International Limited

Maintenance address: Units 15-16, 18/F, South Tower,
Concordia Plaza, 1 Science Museum Road, Tsim Sha Tsui



Tel: (852) 2534 9506



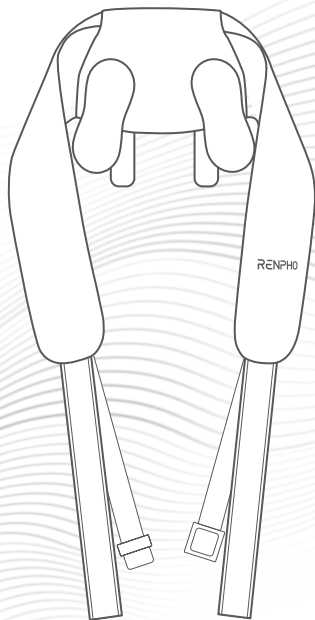
Email: support-hk@renpho.com.

Monday-Friday 10:00am to 6:00pm, (12:30pm to 2:00pm for lunch hour)

*For defective products or the return of items, please contact us with your order number within the specified warranty period. DO NOT dispose of any product parts as they may be required for inspection/repair.

RENPHO

使用者手冊



U型頸枕肩頸按摩器

型號: R-WMN01

重要安全須知

使用前請仔細閱讀所有說明

1. 本產品不適用於身體、感官或精神能力較弱或缺乏經驗和知識的人士(包括兒童),除非他們在負責其安全的人員的監督或指導下使用本產品。否則不得供其使用。
2. 應監督兒童,確保他們不將本產品用於玩耍。
3. 本產品僅供家庭使用,不可用於醫療用途。
4. 如果您屬於以下任何使用者群體,請在使用前諮詢醫生:
 - 孕婦或產後婦女
 - 患有皮膚感染、過敏、發紅和/或皮膚燒傷的人
 - 患有骨質疏鬆症的人
 - 腹部周圍有任何腫脹或傷口的人
 - 裝有心臟節律器或其他植入式醫療器材的人
 - 患有心臟病、惡性腫瘤或其他嚴重疾病的患者
 - 正在接受治療的人
 - 患有心臟問題、血壓異常、糖尿病或神經系統疾病的人
5. 若您感到不適或有任何異常不適,請立即停止使用本產品。
6. 不適合兒童使用。
7. 請勿在駕駛時使用。
8. 老年人需在醫師指導下使用。
9. 請勿在飲酒或服用安眠藥後使用本產品。
10. 切勿以任何方式檢查或開啟本產品。
11. 請勿長時間使用本產品,否則可能會對皮膚造成輕微傷害。
12. 請勿在本產品上放置重物。
13. 如果您在皮膚上塗抹了任何油脂或乳液,請勿使用本產品。
14. 切勿在未拔掉電源插頭的情況下清潔本產品。請使用沾有少量水的濕布進行清潔。您可以使用非研磨性清潔劑。請勿在產品完全乾燥前重新插上電源。

危險 - 為降低觸電風險:

1. 切勿使用別針或其他金屬緊固件連接本設備。
2. 請勿用濕手操作本設備,或將本設備浸入水中或任何液體中。

注意 - 為降低燙傷風險:

1. 小心使用加熱表面,可能導致嚴重燙傷。請勿在皮膚不敏感部位或血液循環不良的情況下使用。兒童或行動不便者在無人看管的情況

下使用加熱設備可能很危險。

2. 本設備表面發熱，對熱不敏感者使用時必須格外小心。

警告 - 為降低燙傷、火災、觸電或人身傷害的風險：

1. 請勿在毯子或枕頭下方操作，過熱可能導致火災、觸電或人身傷害。
2. 當兒童、體弱者或殘障人士使用本設備時，必須有專人密切監督。
3. 請僅依照本手冊中的說明使用本設備，請勿使用製造商未建議的配件。
4. 若本設備無法正常運作、已損壞或掉入水中，切勿操作。
5. 切勿將任何物品掉入或插入任何開口。
6. 請勿在正在使用氣霧劑（噴霧劑）產品或正在輸氧的地方操作本設備。

關於電池：

1. 請勿在沐浴或淋浴時使用。
2. 請勿將本產品放置或存放於可能掉落浴缸或水槽的地方。
3. 請勿將本產品放入或掉入水中或其他液體中。
4. 請勿將本產品或電池暴露於過高溫度下。
5. 注意電瓶供電設備的端子有安全疑慮，或電池被金屬物體短路。
6. 本設備包含不可更換的電池。當電池壽命結束時，應妥善處置本設備。
7. 請勿拆卸、打開或撕碎電池。
8. 請勿使電池或電芯受到機械衝擊。
9. 如果電芯洩漏，請勿讓液體接觸皮膚或眼睛。如果接觸到，請用大量清水沖洗受影響區域，並就醫。
10. 二次電池和電芯在使用前需要充電。請務必使用正確的充電器，並參閱製造商的說明或產品手冊，以取得正確的充電說明。
11. 不使用時，請勿讓電池長時間處於充電狀態。
12. 長時間存放後，可能需要對電芯或電池進行幾次充電和放電，才能獲得最佳性能。
13. 注意 - 本設備使用的電池如果使用不當，可能有火災或化學灼傷的風險。請勿充電、拆解或加熱至100°C (212°F) 以上。

請保存這些說明

產品包括

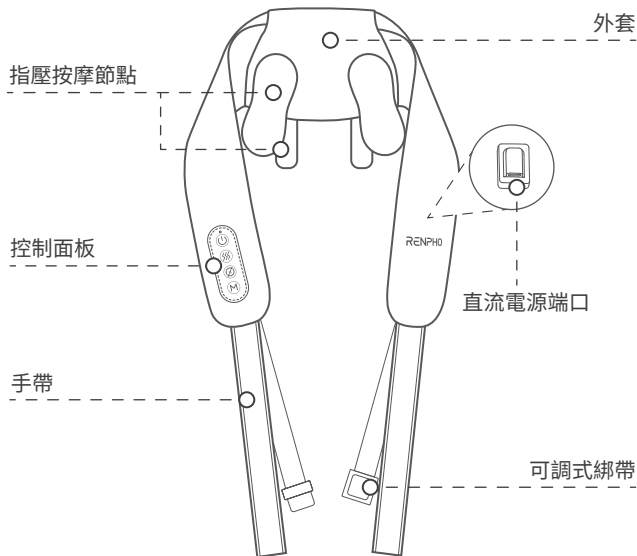
U型頸枕肩頸按摩器 x 1

USB-C 充電線 x1

使用者手冊 x1

快速入門指南 x1

U型頸枕肩頸按摩器



CN-03

指示燈

狀態	指示燈
設備已開啟 / 正常運作	白色
電量低/正在充電	緩慢閃爍紅色
充滿電	變成紅色

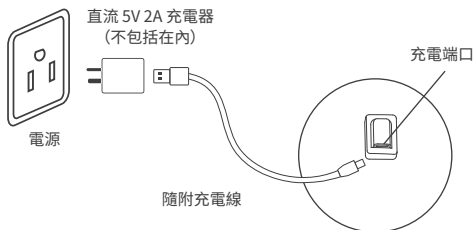
提示聲

狀態	提示聲
設備開/關	長嗶聲
低檔加熱	一聲短嗶聲
高檔加熱	兩聲短嗶聲
無加熱	長嗶聲
調整強度等級	一聲短嗶聲
切換模式	一聲短嗶聲
15分鐘自動關機定時器	長嗶聲
5/10分鐘自動關機定時器	一聲短嗶聲
低電量	三聲短嗶聲

為你的U型頸枕肩頸按摩器充電

首次使用前請將設備充滿電

充電時間：約 3.5 小時

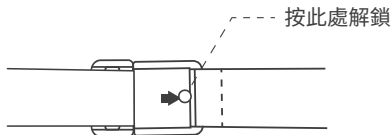


注意：充電時請勿使用本設備。

U型頸枕肩頸按摩器充電使用說明

1. 佩戴方法

- 若要解開扣環，請同時按下拉片並輕輕拉開兩側。



CN-05

b. 將腰帶圍繞在您想要按摩的部位，調整腰帶鬆緊度，然後扣上扣環。



2. 操作方法

按鈕	功能
 電源按鈕	a. 長按開/關機。 b. 按一下選擇定時器:10分鐘(預設) / 15分鐘 / 5分鐘。
 加熱按鈕	按下可調式加熱等級: 高溫(48°C / 118°F, 預設) / 無加熱 / 低溫(43°C / 109°F)。
 強度按鈕	按下此鍵可調整力道:輕壓(預設) / 重壓。
 模式按鈕	按下可切換模式:前進(預設) / 前進和後退交替 / 後退。

注意:

- 記憶功能:設備再次開機後,會自動記住上次設定的溫度、壓力等級和按摩模式。
- 自動關機定時器:定時器設定完成後,設備將運作設定的時間,然後自動關機。

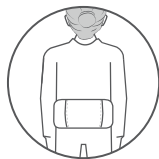
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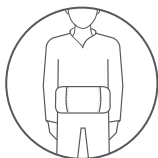
頸部和肩部



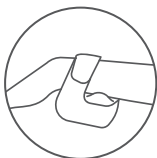
背部



腰部



腹部



大腿



小腿

請勿用於頭部、手肘、膝蓋、胸部或其他部位。

清潔與維護

1. 清潔或存放前，請關閉設備並待其冷卻。
2. 用柔軟的乾棉布擦拭設備表面。如有污漬或頑固污垢，請使用沾有酒精的棉球或棉布進行清潔。請勿將設備浸入水中，或使用漂白劑或腐蝕性清潔劑。
3. 清潔按摩套時，請將其從按摩器上輕輕取下，用溫和的洗滌劑手洗，然後用清水徹底沖洗。
4. 使用或存放前，請讓設備和按摩套完全風乾。
5. 請將設備存放在陰涼乾燥處。請勿將其暴露在陽光直射、潮濕、高溫 and 腐蝕性氣體中。

6. 若設備超過 3 個月未使用，請定期充電以延長其使用壽命。
7. 請勿自行拆封、拆卸或維修設備，因為這可能會造成損壞並使製造商的保固失效。

故障排除指南

問題	可能原因	解決方案
開機失敗	按鈕按壓時間不夠長	按住電源鍵2秒鐘即可開啟設備
	電池電量不足或已耗盡	為設備充電
充電失敗	使用其他類型的充電線	請僅使用隨附的充電線
	使用高電壓充電器	請使用直流5V 2A充電器
設備突然關機	電池電量不足或已耗盡	為設備充電
	自動關機定時器已啟用設定	如有需要，請重新啟動設備
該裝置發出機械聲音	這是按摩節點發出的正常聲音	無需做任何事
沒有熱度或熱度不足	加熱功能已停用	按下加熱按鈕以啟用加熱功能
	加熱需要一些時間	請稍等1分鐘
	設備過熱	待其冷卻後，重新啟動

問題	可能原因	解決方案
按摩節點與所需的按摩區域沒有緊密接觸	肩帶太鬆	調整肩帶
	拉力不足	加大對手帶的拉力
按摩力度太強	選擇了較大的力度	按下強度按鈕調節強度級別
	肩帶太緊調整肩帶	調整肩帶
	拉力過大	減小對手帶的拉力
	對壓力敏感	在按摩器和皮膚之間墊一塊柔軟的布
按摩力度太弱	選擇了輕柔的力度	按下強度按鈕調節強度級別
	肩帶太鬆	調整肩帶
	拉力不足	加大對手帶的拉力
如果您遇到任何其他問題, 請聯絡我們的客戶服務。		

技術規格

產品名稱:U型頸枕肩頸按摩器

型號:R-WMN01

輸入:5V=2A

額定功率:10W

電池容量:2200mAh 16.28Wh

充電時間:約3.5小時

自動關機定時器:5/10/15分鐘

產品尺寸:28×6.3×5.9吋 / 710×160×150毫米

產品重量:2.5磅 / 1.15公斤

RENPHO U型頸枕肩頸按摩器換貨條款及細則

1. 所有RENPHO U型頸枕肩頸按摩器由購買日起計一年內可享保養及維修服務。
2. 有關機身、零件的問題，請直接聯絡Reefan International Limited。
3. 在正常情況下使用，RENPHO U型頸枕肩頸按摩器於保用期間內因品質問題，Reefan International Limited只負責維修及免費更換零件，而不承諾任何其他保證。
4. RENPHO 及Reefan International Limited發現，產品因疏忽、錯誤使用、意外而導致損壞；或產品曾經由非Reefan International Limited認可之技術人員進行修理、更換零件或改裝，本保用條款將自動失效。
5. RENPHO 及Reefan International Limited對於一切因機件故障、不適當使用而引致任何人事或財產蒙受損失，本公司既不負責，最高之賠償金額不能超過用戶購入產品之零售價。
6. 如需進行維修，顧客必須攜帶購買收據前往Reefan International Limited進行維修。
7. 所有保用條款、產品功能、規格及服務內容細則如有更改，恕不另行通知。

Reefan International Limited

維修中心地址: 九龍 尖沙咀 科學館道1號 康宏廣場 北座 18樓 15-16 室

維修中心電話: (852) 2534 9506

Email: support-hk@renpho.com.

Website: www.renpho.hk

服務時間:

星期一至五早上10:00至下午6:00(下午12:30至2:00為午餐時間) ;

星期六、星期日及公眾假期休息。

RENPHO