

# RENPHO User Manual

## Neck Massager

Model: R-W001



Thanks for purchasing the RENPHO Neck Massager. This massager with hot compress is designed to massage your neck to relieve your neck and muscle fatigue as well as improve blood circulation. To ensure safety and avoid any accidental damage or injury, please read this manual carefully and use the product only as indicated. Non-compliance may cause serious injuries, death and/or severe property damage.

## **Important Safety Instructions**

1. If you fall into any of the following user groups, please consult a doctor before use:
  - Children and teenagers under 16 years old
  - Elderly
  - Persons with skin infections, sensitivity, redness, wound, and/or burns on the skin
  - Persons receiving medical treatment or feel discomfort during massages
  - Persons with abnormal blood pressure
  - Persons who are allergic to stainless steel electrodes
  - Persons who suffer from a fever
2. If you fall into any of the following user groups, Do Not use this massager:
  - Persons with malignant tumors
  - Persons who suffer from bleeding tendency and bleeding illness
  - Pregnant and lying-in women
  - Persons with acute suppurative inflammation
  - Persons using a pacemaker or other implantable medical devices

- Persons with heart disease, high blood pressure, or have skin disease on your neck
- 3. This product should not be used for any medical purposes.  
It is designed for personal and non-professional use only.
- 4. Stop using if you feel abnormal or unwell after use and consult a doctor.
- 5. If you want to change a user while massaging, must power off the massager before moving, otherwise, the strong electric shock may occur.
- 6. Do not plug or unplug the USB cable with wet hands, otherwise, the electric shock may occur.
- 7. Do not use the massager when you take a shower, as it will cause an electric shock and damage the massager.
- 8. Do not use the massager while sleeping, driving, or after alcohol consumption, otherwise, accident or physical discomfort may occur.
- 9. Do not apply the electrodes to the wound, otherwise, it may cause skin inflammation.
- 10. Do not disassemble, repair, or modify the massager by yourself, otherwise, it may cause malfunction or electric shock.
- 11. Do not directly touch electrodes with your hands when the massager is powered on.

## **About the RENPHO Neck Massager**

### **1. In the Box**

- 1 x Neck Massager
- 1 x Remote Controller
- 1 x Type-C Charging Cable
- 1 x User Manual

## 2. Product Introduction



## 3. Specifications

Product Name: RENPHO  
Neck Massager  
Model: R-W001  
Input: 5V=1A  
Rated Power: 5W  
Battery Capacity: 1200mAh  
Controller Battery: CR2032

Charging Time: About 2 Hours  
Timer: 10mins  
Impulse Frequency: 1-1000Hz  
Pulse Width: 20-400 $\mu$ s  
Heat Temperature: 100.4°F  
and 107.6°F

## Using the RENPHO Neck Massager

### 1. Before Use

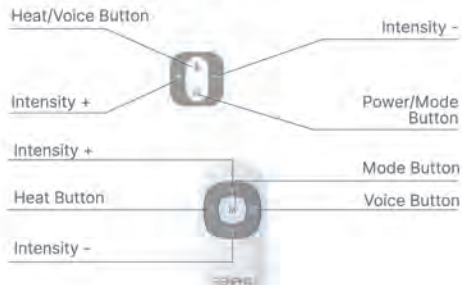
Remove your necklace and pull down the collar before wearing the massager. It is recommended to apply a wet towel on your neck for 30 seconds before each time you use the massager.

- 1.1 When wearing the massager, make sure that 2 electrodes are closely attached to your neck skin. Wear the massager on your cervical spine correctly and symmetrically, otherwise, accidents or physical discomfort may occur.



- 1.2 It is recommended to use the massager with the minimum intensity for the first time, and then gradually increase the impulse intensity.
- 1.3 If you feel any pain or discomfort while massaging, please turn off or take off the massager immediately.

## 2. Operation Instruction



## Buttons on the Massager

⊕: Long press this button for 2s to turn on/off the massager. The default mode is mode 1 with Intensity 1 and low heat level. After turning it on, short press this button to cycle among the following modes:

M1: Combination Mode

M2: Cupping Mode

M3: Tapping Mode

M4: Scraping Mode

M5: Shiatsu Mode

M6: Acupuncture Mode

⊞: Short press this button to choose low heat, high heat, or no temperature. Long press this button for 2s to turn on/off the voice.

⊕: Short press this button to increase the impulse Intensity.

⊖: Short press this button to decrease the Impulse intensity. Long press this button for 2s can quickly adjust pulse to zero when the massager is working.

There are 15 Intensity levels for you to choose from.

## Remote Controller

Ⓜ: Short press this button to cycle among the following modes:

M1: Combination Mode

M2: Cupping Mode

M3: Tapping Mode

M4: Scraping Mode

M5: Shiatsu Mode

M6: Acupuncture Mode

⊞: Short press this button cycle the heat mode among low heat, high heat, and no temperature.

- ⊗: Short press this button to turn on/off the voice.  
⊕: Short press this button to increase the impulse intensity.  
⊖: Short press this button to decrease the impulse intensity. Long press this button for 2s can quickly adjust pulse to zero when the massager is working.  
There are 15 intensity levels for you to choose from.

## Replace the Battery

1. Rotate the battery cover to the ON position.
2. Open the battery cover and press the battery to take it out.
3. Install a new CR2032 battery.
4. Reinstall the battery cover and rotate it to the OFF position.



### Note:

1. The massager will auto shut off every 10 minutes. Press and hold the power button again to continue using the massager.
2. The massager is programmed with a memory function and will automatically operate on the last mode you set. The intensity and heat level will be defaulted as intensity 1 and low heat each time you power on the massager. The intensity level will not change when adjusting the mode.
3. Thanks to built-in magnets, you can attach the remote controller on the massager (the side without buttons) to avoid losing. Refer to the following image.



### **3. Charging the RENPHO Neck Massager**

- 3.1 Please timely charge the massager when out of battery. It will take about 2 hours to fully charge the massager.
- 3.2 Use a 5V/1A adapter (not included) to charge the massager.
- 3.3 It is recommended to charge the massager once per month if it is not in use for a long time.
- 3.4 Indicator light instructions
  - Working: Solid blue indicator light
  - Low Battery: Red indicator light flashes slowly
  - Charging: Red indicator light flashes slowly
  - Fully Charged: Solid red indicator light
  - Overcharged: Red indicator light flashes quickly and goes out after 1 minute.

## **Storage and Maintenance**

1. Please store it in a dry and ventilated place. Do not store the massager under direct sunlight or in a place with humidity, dust, high temperature, and strong electromagnetic interference.
2. If the remote controller is not in use for a long time (over 3 months), please take out the battery for storage.
3. It is recommended to wipe clean the massager with a soft and slightly dampened cloth. Do not rinse it under running water or immerse it into the water.



## Troubleshooting

PROBLEM	CAUSE	SOLUTION
The massager does not work	Out of battery	Fully charge the massager before use
	The massager is not turned on	Long press the power button for 2s to turn on the massager
The remote controller is not working well	The controller is out of battery	Replace a CR2032 battery of the controller
The massager suddenly stops working	Wear the massager incorrectly. The massage will auto shut off after 1min if 2 electrodes are not closely attached to your neck skin	Wear the massager in a correct way and make sure that 2 electrodes are attached to your skin closely
	Auto Off Timer turns it off after 10 minutes	Turn on the massager again
	The massager will auto shut off if you turn off the heat and Intensity simultaneously without any operation for 1 minute	Turn on the massager again
The massager won't charge	Using other charging cables	Use the Type-C charging cable provided in the package only
	Use a charger with voltage as not indicated	Use a 5V/1A charger only

Feel pain and discomfort while using	Intensity is set too high	Choose a lower intensity level
	Your skin is relatively dry, and electrodes are not attached to your skin closely	Wet your neck with a towel for 30 seconds before use, make sure that 2 electrodes are closely attached to your neck skin
	Use the massager for a long time	It is recommended to use the massager twice per day and 15 minutes at a time
No heat suddenly	You turned off the heat accidentally	Press the heat button again
	Over-temperature protection is triggered due to long time use	Reboot the massager after it cools down
If these solutions cannot solve your problem or you encounter any other issues. Please feel free to contact: support@renpho.com		

## 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.

 **Text:** 1(844)417-0149 (US ONLY)  
Monday-Friday 9:00AM-4:30PM

 **Email:** support@renpho.com

\*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.

### FCC Regulatory Compliance

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 not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**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.

#### RF Exposure Compliance

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### ISED Regulatory compliance

This device contains licence-exempt transmitters that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le

brouillage est susceptible d'en compromettre le fonctionnement.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé.

#### **JOICOM CORPORATION**

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