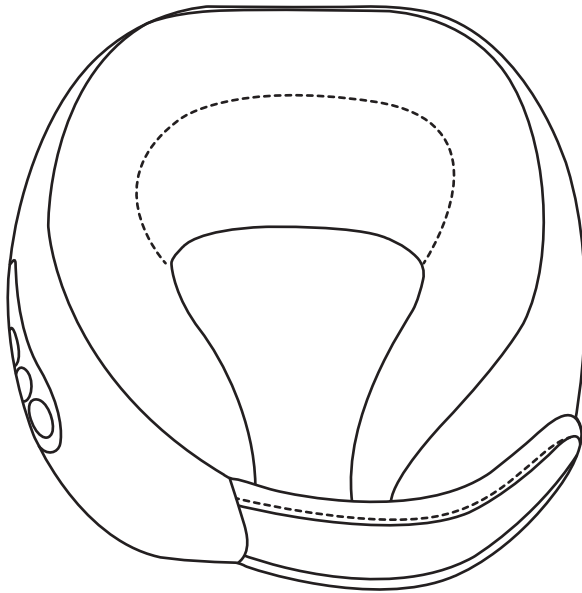


# living & co.

## TRAVEL NECK MASSAGER



**INSTRUCTION MANUAL**

**FE-4120**

---

**AFTER SALES SUPPORT**

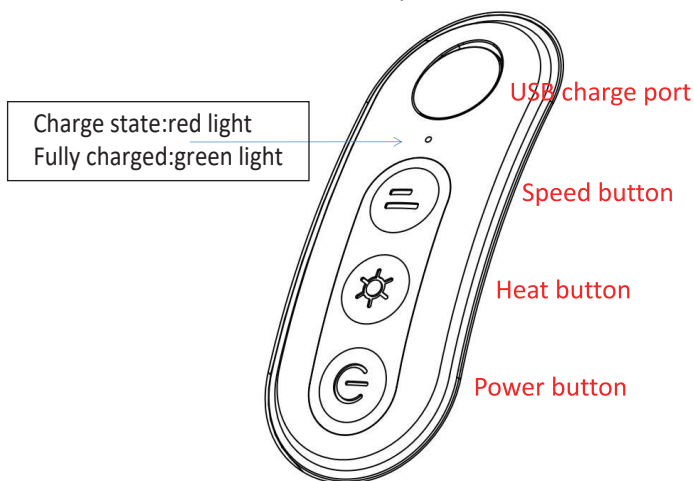
**☎ NZ 0800 422 274**

This RECHARGEABLE NECK MASSAGE PILLOW helps loosen the neck muscles and provides relaxation.

The unit has been constructed using durable and quality materials. Used properly, the RECHARGEABLE NECK MASSAGE PILLOW will provide years of satisfactory use.

You are strongly advised to read the contents of this manual prior to using your rechargeable neck massage pillow.

Please retain these instructions in a safe place for future reference.



## HOW TO USE THE RECHARGEABLE NECK MASSAGE PILLOW

Wear the RECHARGEABLE NECK MASSAGE PILLOW around your rear neck. Use the velcro strap to adjust tension, ensuring firm but not tight.

**Power ON/OFF:** Press and hold the Power button for two seconds to switch on.

Press the Heating button to turn on/off heating lamp function (on status indicated by visual illumination of the massage nodes).

Press the Speed setting button to adjust the massage speed (high or low).

The device will automatically change the massage direction after 1 minute and will automatically switch off after 10 minutes of operation.

## TECHNICAL DATA

|                          |  |
|--------------------------|--|
| Product Materials        | abrasion resistant cloth,<br>Yarn-dyed cotton, composition 92% polyester<br>8% spandex |
| Packaging contents       | 1 neck massager, 1 storage bag, 1 manual,<br>1 USB charge cable                        |
| Product dimentions LxBxH | 24.5cm x 23cm x 10.5cm   |
| Net Weight               | 0.44KG   |
| Battery Capacity:        | 2000mAh  |
| Voltage supply:          | DC 5V 1A   |
| Power:                   | 8W   |
| Automatic working time:  | 10 minutes   |
| Heating temperature      | 38 degrees   |
|                          |  |

## CHARGING THE BATTERY:

For best results charge the massage pillow before use.

1. Lift away the insulated cover from the USB charge port.
2. Insert the small plug end of the USB lead into the charging socket, pressing to ensure fully inserted.
3. Plug the USB lead into a suitable 5V DC USB outlet (from a power adapter / computer USB outlet or similar).
4. The LED indicator light below the charge port will illuminate red indicating that charging has commenced.
5. When fully charged, the indicator light will switch to green. Charge time is approximately 3.5-4 hours.
6. Disconnect the charge lead and replace the insulated cover the charge port to protect it.

## Battery Life :

1. Total run time is approximately 1.5 hours (9 x 10 min cycles).
2. Battery life varies depending on usage and may reduce over the life of the product.
3. If the product is not in use for a long time, please keep in a charged state by regularly charging (Ideally each month, but at least every 3 months). Batteries will last longer if kept recharged versus at a discharged state.
4. Please keep the massager away from heat and avoid using in places where the surrounding temperature is relatively hot.
5. During storage keep the power off and store the product in a cool place.

## MAINTENANCE & STORAGE

1. Do not use harsh chemicals or abrasive products for cleaning.
2. It is not recommended to clean the pillow cover regularly.
3. Keep the device in its respective packaging in a dry place away from direct sunlight.
4. Protect the device from heat, naked flames, extreme temperatures, moisture and collisions.
5. Store the product at a temperature between 0-40°C
6. The cover is not intended to be removed from the body cleaning alcohol or a damp cloth can be used for wiping.

## WARNINGS

1. During the product operation, do not extend your hand into the rollers to avoid injuring your fingers.
2. For the purposes of recharging the battery, only use the USB cable provided with this appliance.

**Ensure that it is supplied with extra low voltage corresponding to the rating label (5V DC 1A).**

3. Do not allow children to play with the device.
4. Children must not use the appliance when unattended.
5. Persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge should be allowed to use the unit only under proper guidance and supervision.
6. The appliance must be used solely for the purpose for which it is designed and in accordance with the operating instructions. Any other use will be considered inappropriate and hence hazardous. The manufacturer can not be held responsible for any damage resulting from incorrect usage.

7. The RECHARGEABLE NECK MASSAGE PILLOW is for individual use, only and not suitable for professional or medical use.
8. In the event of a fault and/or irregular operation, immediately turn off the appliance without tampering with it, contact customer service.
9. Always keep the appliance away from any source of heat and any sharp objects.
10. IMPORTANT: Discontinue the usage of the appliance and consult a doctor if the treatment cause pain and uneasiness.

## TROUBLESHOOTING

| Problem                                     | Possible cause  | Corrective action                                     |
|---|---|---|
| The device does not work.                   | The battery runs out of power                                       | Connect the massager to the power supply for charging |
| The device does not work.                   | The ON/OFF button was not pressed correctly                         | Press and hold the On/Off button 2 seconds            |
| The device switched off while in operation. | The device automatically switches off after 10 minutes of operation | Press the On/Off button 2 seconds to restart device   |

# living & co.



## Warranty

We pride ourselves on producing a range of quality home appliances that are both packed with features, and completely reliable.

We are so confident in our products,  
We pack them up with a 1 year warranty.  
Now you too can relax knowing that you are covered.

Customer Helpline NZ: 0800 422 274

This product is covered by a 1 year warranty  
when Accompanied by proof of purchase.

IM Version 1.0 - August.,2025