

# ***RENPHO***

Model: RF-BM076

## Ultra-Thin Massage Cushion



---

### **JOICOM CORPORATION**

165 E. Freedom Ave.,  
Anaheim, CA 92801 United States  
Tel: 1(844)417-0149



# Contents

---

1. Important Safety Instructions .....	01
2. About the Ultra-Thin Back & Neck Massager .....	04
What's in the Box	
Product Introduction	
3. Using the Ultra-Thin Back & Neck Massager .....	06
Important Tips Before Use	
Preparation	
Operation Instructions	
4. Product Care & Maintenance .....	10
5. Troubleshooting .....	11
6. Specifications .....	12
7. Warranty .....	12
8. Customer Service .....	13

Thank you for your purchase of the RENPHO S-Shaped Ultra-Thin Back & Neck Massage Seat. The massager offers a powerful percussion massage. While enjoying muscle and body relief, you should use it with care and safety in mind. To ensure safety and avoid any property damage, please read this manual carefully and use as indicated. Non-compliance may cause serious injuries or death and/or severe property damage.

## Important Safety Instructions

- This product is not intended for medical use. It is intended only to provide a luxurious massage.
- Any individual who may be pregnant or recently gave birth, has a heart condition or a pacemaker, suffers from diabetes or other sensory impairment, phlebitis and/or thrombosis, joint dysfunction, inflammation or injuries, weak bones, osteoporosis, a high fever, an abnormal or curved spine, is at an increased risk of developing blood clots, has pins/screws/artificial joints or other medical devices implanted in his/her body, is being treated for a medical condition or physical injury or is under a doctor's care should consult with a medical professional before using a massaging device designed for home use.
- **DO NOT** use massager on sensitive skin, swollen or inflamed areas, in the area of poor circulation, where skin eruptions are present, or in the area of unexplained abdominal pain.
- It is prohibited for an unconscious or sleeping person to use this massager.
- **DO NOT** use this product for more than 30 minutes at a time.
- It is not recommended to lay this Neck & Back Massager completely flat.

- Please keep the massager away from heat and avoid using it in places where the surrounding temperature is relatively hot.
- If you feel unwell or in any unusual discomfort, please stop using the product immediately.
- Extensive use could lead to the product's excessive heating and shorter product life.
- Please keep the massager away from heat and avoid using it in places where the surrounding temperature is relatively hot.
- Never cover the product when it is in operation.
- This unit should not be used by children or invalids without adult supervision.
- It is prohibited for non-professional personnel to repair the massager or replace parts.
- If the power cord is damaged, it must be replaced by the maintenance department or similarly qualified persons approved by the manufacturer so as to avoid potential hazards.
- **DO NOT** use a power source other than 100V-240V. **DO NOT** use a multi outlet such as a power-strip to supply power to many devices at the same time. **DO NOT** leave the cord carelessly on the floor.
- Use heated surfaces carefully to avoid serious burns.
- **DO NOT** drop, apply excessive force or heavy weight over the product to avoid malfunction and/or damages.
- **DO NOT** disassemble or drill into the product and/or batteries. **DO NOT** take apart, modify or change the parts. This may cause product malfunction, electric shock, or fire. And the product will no longer be covered under manufacturer warranty.

**Notice:** This symbol on the device or its packaging indicates: Do not dispose of electrical appliances as unsorted municipal waste; use separate collection facilities. Contact your local authority for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old appliances with new ones, the retailer is legally obliged to take back your old appliance for disposal at least free of charge.



### **FCC Statement**

1. 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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

**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 with the supplied fastener. **DO NOT** hang the unit by the power cord.

# About the Renpho Back and Neck Massager

## 1. What's in the box

Ultra-Thin Back & Neck Massager x 1

Adapter x 1

User Manual x 1

Warranty Card x 1

## 2. Product Introduction





### ***3 Using the Renpho Ultra-Thin Back & Neck Massager***

#### **3.1 Important tips before use**

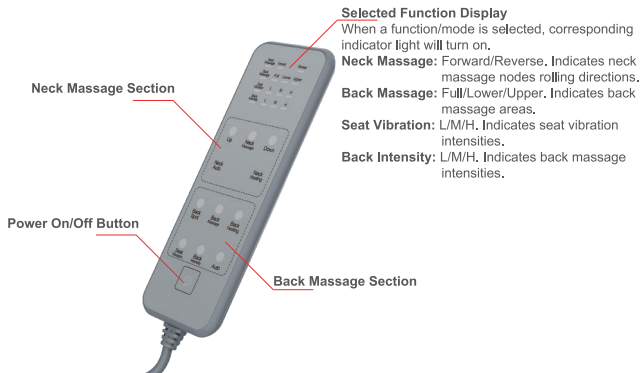
- It is not recommended to use this Neck & Back Massager in a car's driver seat.
- It is not recommended to lay this Neck & Back Massager completely flat.
- Once plugged in with the power off, the massager heads will move to their default starting positions. The indicator light on the Power On/Off Button will **BLINK RED**. When the heads are in their starting positions, the light will **TURN OFF**. Wait until the light **URNS OFF** before turning on the massager.




### 3.2 Preparation

- Place the massager on a recliner, sofa seat or office chair, fasten the straps and secure the massager to the chair.
- Plug the adapter into an outlet and into the unit's Connecting Interface.

### 3.3 Operation Instruction



1. Press the  Power On/Off Button to turn on the massager. The indicator light will turn red to indicate that the massager is on. The massager will be in default mode. Default Mode: Forward neck massage, Full back massage, Seat vibration function is off, Medium back intensity, Neck Heating function is on, Back Heating function is off.
2. Press the Neck Massage Button to activate neck massage function and select between the different massage directions. There are 2 directions available (Forward/Reverse), default direction is Forward.

Need attention:

- 1) Press the Neck Massage Button to adjust the rotation direction of the massage head.
  - 2) Press the Neck Massage Button once again will turn off the neck massage function and neck heating function.
  - 3) Press the Neck Massage Button for the second time will turn on the neck clockwise massage function. (no heating)
  - 4) Press the Neck Massage Button for the third time will adjust the neck massage to rotate counter-clockwise. (no heating)
3. Press the Up Button to move the neck massage pillow up to the spot you want. Or press the Down Button to move the neck massage pillow down to the spot you want.
  4. Press the Neck Auto Button to activate the auto neck massage mode. In this mode, the neck massage pillow will automatically detect and position itself at your cervical vertebra, then massage up and down on your whole neck.
  5. Press the Neck Heating Button to activate/stop the neck heating function.
  6. Press the Back Massage Button to activate the back massage function and choose back areas to massage. There are 3 areas available (Full/Lower/Upper), default area is Full back.
  7. Press the Back Spot Button to stop the back massage heads at the spot you wish. Back massage heads will keep massaging the spot.
  8. Press the Back Heating Button to activate/stop the back heating function.
  9. Press the Seat Vibration Button to activate the seat vibration function and adjust vibration intensities. There are 3 intensities available (L/M/H), default is medium vibration intensity.

10. Press the Back Intensity Button to adjust back massage intensities. There are 3 intensities available (L/M/H), default is medium intensity.
11. Press the Auto Button to select the auto massage mode. In this mode, neck massage section will work in Neck Auto massage mode, medium full back massage with back heating function on, medium seat vibration.

Need Attention:

- 1) After entering the Auto Mode and turning off the Auto Mode.
- 2) To use any of the functions of neck massage alone, only you press Neck Massage Button first than you press other function keys to have corresponding functions.
- 3) To use any of the functions in back massage alone, only you press Neck Massage Button first than you press other function buttons to have corresponding functions.
- 4) Press the Seat Vibration Button to turn on / off normally and adjust the vibration frequency.

## Product Care and Maintenance

- Place the massager in a safe, cool, and dry place when not in use.
- Always unplug the massager prior to cleaning.
- After use, wipe massager with a soft, damp cloth using non-abrasive cleaners. If necessary, clean with a sterilizer.
- **DO NOT** submerge the massager in water or any other liquid.
- Keep away from all solvents and harsh detergents.
- **DO NOT** attempt to repair this massager. There are no user-serviceable parts.


## Troubleshooting

PROBLEM	CAUSE	SOLUTION
Massager doesn't turn on	Disconnected power or loose adapter connection causing poor contact.	Reconnect the adapter and re-plug to the power source.
	Power is off.	Press the Power On/Off button to turn on the massager.
	The back massage heads move to their default start positions.	Only after the back massage heads are in their default start positions (the indicator light on the Power On/Off Button STOPS BLINKING RED), press the Power On/Off button to turn on the massager.
Massager shuts off automatically	Massager shuts-off after 15 minutes.	Press the Power On/Off button to turn on the massager for another 15 minutes.
	The product is overloaded, activating overload protection.	Restart the massager after alleviating the load.
	The motor auto shuts-off due to the device being on too long, activating overheating protection	Use the massager after the motor cools off (approximately 30 minutes).
Heating function does not work	Heating function hasn't been activated.	Press "Back Heating" button and "Neck Heating" button to activate this function (correspondent indicator lights will turn on).

PROBLEM	CAUSE	SOLUTION
Heating function does not work	It needs a few minutes to warm up after activating heating function.	Please wait 2-3 minutes after activating this function.
If you encounter any other problems, contact: <a href="mailto:support@renpho.com">support@renpho.com</a>		

## Specifications

Product Name: Renpho Ultra-Thin Back & Neck Massager

Input: 12V  4A

Rated Power: 48W

Product Dimensions (Folded): 32.7 (L) x 16.6 (W) x 7.4 (H) inch

Product Weight: 10.41 lbs (4.72 Kg)

Default Timer: 15 minutes

## Warranty

### Warranty (1-Year-Limited)

The manufacturer's warranty is void under the following circumstances but not limited to:

- Improper or inadequate maintenance or modification.
- Accident, misuse, abuse, contamination, or other external causes.
- The use of unspecified adapter and accessories.
- Loss or damage in transit.
- Damages that occurs as a result of one's failure to follow the instructions.
- This warranty does not apply to expendable or consumable parts and does not extend to any product from which the serial number has been removed.

## Customer Service

We have an award-winning warranty, exchange, and customer service team that guarantees hassle-free solutions to any issue you might have within 24 hours.



TEL: 1-(844)-417-0149 (US)

9:00am - 4:30pm Pacific Time (US)



Email: [support@renpho.com](mailto:support@renpho.com) (US)



Web: <https://www.renpho.com>



RenphoGroup



RenphoGroup



RenphoGroup



RenphoGroup



RENPHO Website



Facebook



Instagram