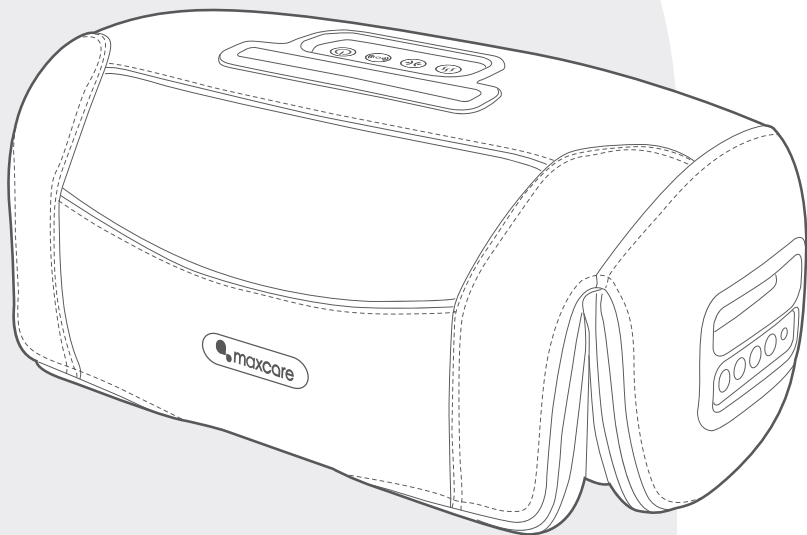


MAX Knee 2.0



User Manual

MAX-E02EMK722B



COMPANY PROFILE

After two decades of experience in the health industry, **maxcare** founder utilized his knowledge and expertise in massage therapy from an Asian-Pacific perspective to establish our brand - **maxcare**. Our massage therapy business was expanded to Hong Kong in 2012 and is conferred 2017 Hong Kong Top Brand Award. Based in Hong Kong, we are specializing in design & innovation, manufacturing, and retailing of massage and healthcare products.

Believing in the value of 'Technology improves our quality of life' and 'Caring for your family', **maxcare** has been innovating highly qualified products with international patents. Besides, **maxcare** products fulfill various international safety standards, namely EU CE Mark, US UL/ETL Mark, Germany GS Mark, TUV certification, and China CCC Mark.

Motivated by our value, **maxcare** founder has been leading us to be one of the most competitive brands in Hong Kong health industry. **maxcare** applies the contemporary fashion design – neat and modern – on the mechanical engineering of massage chairs. To deliver our value and offer incredible massage experience and healthcare solution to the public, **maxcare** devotes to the innovation, design, manufacturing the top-notch family massage products. By integrating the company philosophy –Spirit of Healthy Life - into our products, **maxcare** brings health to everyone.

MAX Knee 2.0

Thank you for purchasing Maxcare's products. Before using the product, please read this manual thoroughly, particularly the Safety Precautions section, for the correct use of the product.

This manual should be well kept for easy reference. It enables you to perform a safe and efficient operation.

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Safety Precautions



1. Important safety warning

- Please read this manual instruction carefully before operation.
- Any other usage that is not listed in this manual instruction is forbidden.
- Keep children and pets away from the movable parts of this product to avoid accidents caused.
- Please use well-grounding power supply suited to this product.
- Please pull out the plug after use or before cleaning to avoid injury or damage to the product.
- Do not use unauthorized accessories.
- Do not use this product outdoors.
- People whose bodies are wet are forbidden to use this product.
- Recommended usage time of this product is 15 minutes/ session.
- Please check if any part of this products is damaged before use. If so, please do not use it and contact us for repair.
- Please keep this product away from aerosol products or where oxygen is administered.
- Please do not remove the cover.
- Please do not use it if the cover is broken or damaged.
- Please do not use it if the shell or surface is damaged.
- Please do not drop anything into this product.
- Please do not allow water or liquid into this product.
- Never operate the product with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Please do not use this product under a blanket or pillow. Overheating may occur and cause fire, electric shock or injury.
- Please do not fall asleep while using this product.
- Please do not use it if drunk or feeling unwell.
- Please do not use it after taking pain killers or sedatives.
- Please do not use it within one hour after having meal.
- Please do not adjust to the maximum intensity at the beginning of the massage to avoid possible injury.
- Please do not keep sharp objects in pockets when use.
- Keep the plug clean from needles, rubbish or water.
- If the power cord is damaged, do not attempt to change on your own. Please contact us for repair for safety reasons.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination.



2. Environment for usage

- Please do not use it in a moist environment such as bathrooms.
- Please do not use it when there is a drastic change in temperature.
- Please do not use it under heavy-dusty or caustic environment.
- Please do not use it where there is not enough space or not good ventilation.
- Please switch off the power and unplug the machine after use.
- Please do not use it when surrounding temperature is up to 40°C.
- Please do not use it when surrounding temperature is below 5°C. The lubricant can thicken quickly and increase the friction between parts.
- Turn off and pull out the plug during thunderstorms.



Safety Precautions

- Place the product on a flat surface.
- Do not use outdoors.
- Do not place it near fire or directly under the sun.
- When moved from a low-temperature storage to a warm environment, the moisture inside the machine may affect, or damage, its functionality. Please rest the product within room temperature for 1 hour before use.



3. People who have the below symptoms, please consult a doctor before use

- People who have swollen or inflamed feet
- People who have pins or screws inside the body, or artificial joints.
- People who are suffering from osteoporosis.
- People who have cancers, acute illnesses, heart diseases, or severe high blood pressure, etc. are not suitable to use this product.
- People who have/ had back pain, or legs, waist, neck numbness/ injuries (disc herniation, spondylosis and cervical protrusion, etc. patients) are not suitable to use this product.
- People who have rheumatoid arthritis, rheumatism, gout are not suitable to use this product.
- People who have respiratory difficulties are not suitable to use this product.
- People who have blood circulation problems such as thrombosis, severe aneurysm, or acute venous tumor, or infectious skin diseases are not suitable to use this product.
- People who have perception disorders due to diabetes are not suitable to use this product.
- People who have spinal abnormalities or spine curvature disorders are not suitable to use this product.
- People whose health condition is poor are not suitable to use this product.
- People who are suffering from heart disease or carrying electronic medical equipment such as heart pacemaker.
- People who have a fever.
- Pregnant women or women that are in menses period.
- People who got injured or skin diseases.
- Children under 14-year old or people mentally unbalanced without being supervised are not allowed to use this machine.
- People who are told by doctor to have rest or people who feel unwell.
- The appliance has heating function. People who are insensitive to heat must be careful when using the appliance.
- People who are receiving medical treatment, especially those who are physically unfit.
- People who have open wounds.
- People who aim for recovery.



4. Safety

- Please do not place heavy objects on this product.
- Please do not stand while using this product.
- Do not use other therapy devices while using this product.
- This product is not to be used for medical treatment purpose.
- Only one person at a time.
- Recommended usage time of this product is 15 minutes/ session.
- It is possible to place a mat underneath the machine to avoid damage to the floor.
- For safety reason, maintain a minimum of 0.5m between the product and others when use.
- Check if the voltage is suitable to the specification of this product.



Safety Precautions

- Do not use wet hands to pull the plug.
- Do not allow water to get into the product, to avoid electric shock or damage to this product.
- Do not pull or drag the power cord when unplugging. Please be gentle.
- Do not damage the wires or change the circuit of this product.
- Do not alter the structure or parts of this product.
- Do not use wet cloths to clean the electric parts such as the switch and plug.
- Be away from this product during power cut to prevent injury in case power resumes suddenly.
- Stop using this product if there appears any irregularity, and please contact us immediately.
- Stop using this product if it causes discomfort, and please consult a doctor.
- This appliance is not intended for people (including children) with reduced physical, sensory or mental capabilities, or a lack of experience and knowledge, unless they are under supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the power cord is damaged, it must be replaced by us in order to avoid a hazard.
- Do not carry this product by its power cord or use it as a handle.
- Keep the power cord away from hot or moving objects.
- Please cut off power and pull out plug before moving.
- If the product is found damaged, broken, suffering from power leakage, or with exposed parts, please stop using it.



5. Maintenance

- This product should be maintained by us, users are prohibited to disassemble or maintain by themselves.
- Please always turn off the main power after use.
- Do not use this product if the socket is loose.
- If this product is to be left idle for long, please tie up the power cords and keep it in dry and dustless environment.
- Do not keep this product at a high temperature or near fire. Do not keep under direct sunlight.
- Please clean this product with dry cloths. Do not use thinner, benzene or alcohol.
- The mechanical components of this product are specially designed and made, no special maintenance required.
- Do not point sharp objects at this product.
- Please use it intermittently; do not keep it continuously running for long.



6. Solution of ordinary malfunctions

- It is normal if the motor makes noises during operation.
- If the rated working time is over, the power will automatically go off. If this product works continuously for too long, the temperature control will automatically turn off the machine, if so, please allow a 30-minute break before resuming.

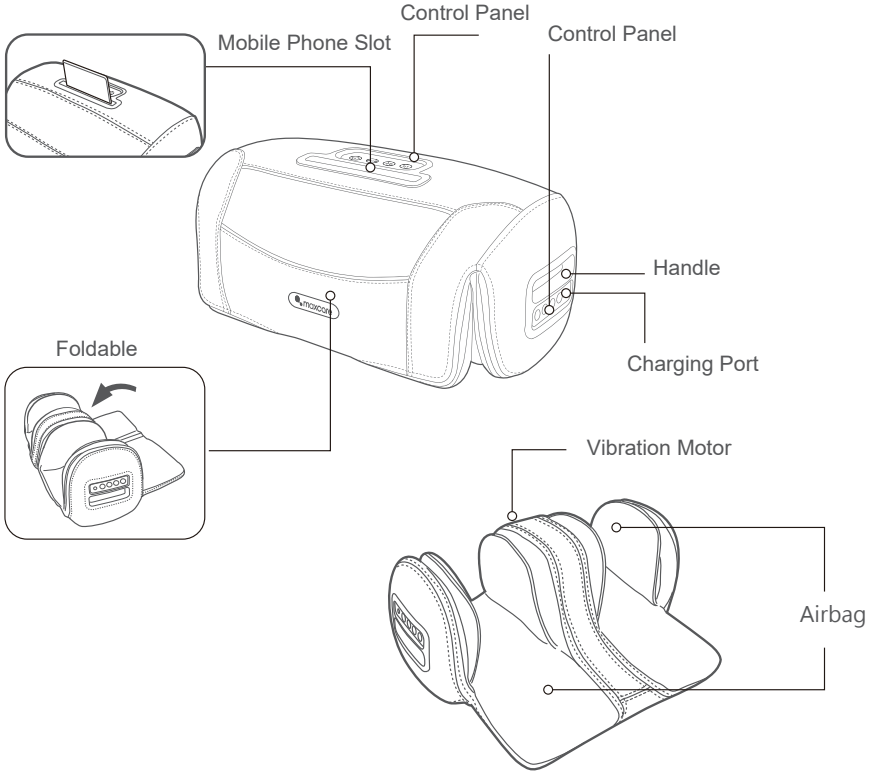


CAUTION

- Please make sure all the power is cut off before moving. The power cord and all other cables should be disconnected.

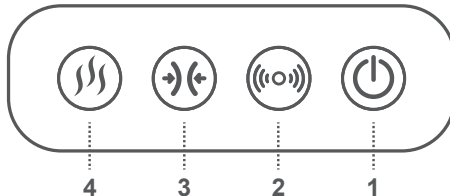
⚙️ Name and Function of Components

Product structure



⚙️ Control panel

1. Power Button
2. Air Pressure Button
3. Vibration Button
4. Heating Button



 How to Use

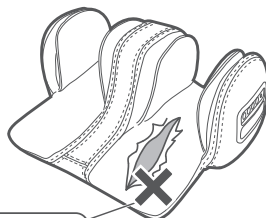
Before using the product



CAUTION

Please check whether the massage cloth cover is damaged or torn before use.

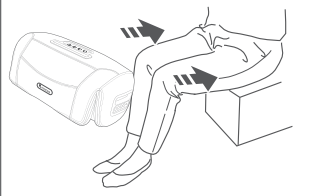
Please do not use this product if it is damaged, please return the product to the sale for inspection and maintenance.



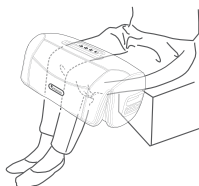
Please check whether the massage cloth cover is damaged or torn.

Massage Knees

- 1 Place the product on both knees

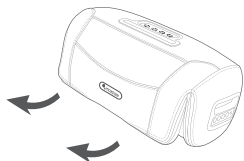


- 2 Insert knees into the product

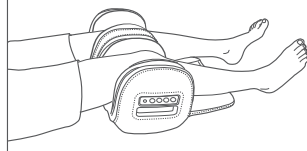


Massage Thigh

- 1 Open the adjustable upper cover of the product

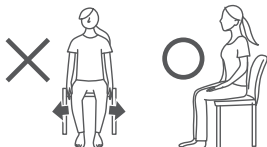


- 2 Put your thighs in place



CAUTION Pay attention to the use example

Please do not force unplug or open left and right during use. If you need to stop emergency, press and hold the power button for 2 seconds to turn off the video!





How to Use

● Power Button

The product is unresponsive to other buttons unless it is turned on, by pressing the power button.

Turn On: Press and hold the power button for 2 seconds to turn on the product. Press again to turn it off. The product will start at its default setting, i.e., medium level heating and air pressure and vibration Mode A.

Turn Off: Short press this button to turn off when the massage is started. The product starts at a default time of 15 minutes, when the time is up, all massage actions are turned off and it enters the standby state. After the product is turned off, if there is no adapter connected, the LED lights of the whole machine are all off without any output.

● Vibration Button

The default setting is vibration Mode A. The indicator light will be green.

- Press this button once, vibration mode B, the indicator light color is yellow.
 - Press this button twice, vibration mode C, the indicator light color is red.
 - Press this button three times, the vibration mode is turned off, and the indicator light goes out.
 - Press this button four times, vibration mode A, the indicator light color is green.
- In this cycle.

Mode A is shuffling vibration.

Mode B is strong vibration.

Mode C is soft vibration.

● Air Pressure Button

The default setting is at medium level. The indicator light will be yellow.

- Press this button once, the air pressure is high, and the color of the indicator light is red.
 - Press this button twice, the air pressure is off, and the color of the indicator light goes out.
 - Press this button three times, the air pressure is low, and the color of the indicator light is green.
 - Press this button four times, the air pressure is medium, and the color of the indicator light is yellow.
- In this cycle.

● Heating Button

The default setting is at medium level. The indicator light will be yellow.

- Press this button once, the heating is high, and the color of the indicator light is red.
 - Press this button twice, the heating is turned off, and the color of the indicator light is off.
 - Press this button three times, the heating is low, and the color of the indicator light is green.
 - Press this button four times, the heating is medium, and the color of the indicator light is yellow.
- In this cycle.

 How to Use

Charging instructions

When the product is not connected to the adapter, check the battery status.

Fully charged state: in the startup state, the battery is full, the power button indicator - the red light is on;

Insufficient battery: In the startup state, the battery is insufficient, the power button indicator-red light flashes slowly.

- In the startup state, the power button will automatically shut down after the red light flashes slowly for 3 minutes when the battery is low. The buzzer will beep three times quickly, and the power button will not turn on again. Each time you press the power button, the buzzer will beep three times until the product is supplied with the adapter.

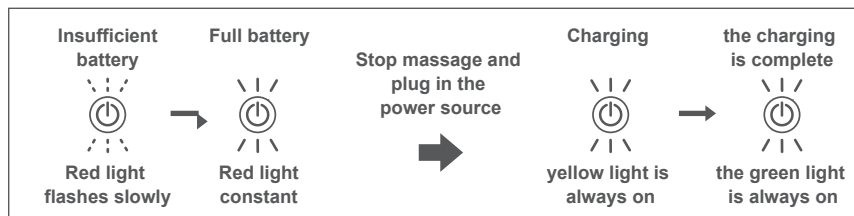
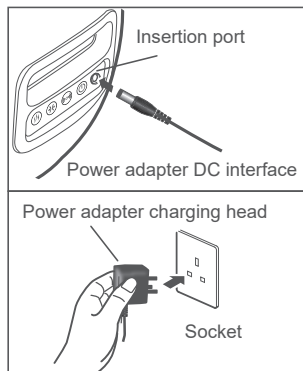
Charging when the power adapter is connected in the standby state.

Connect the DC interface of the adapter to charge the product, as shown on the right.

To prevent electric shock, please insert it into a household socket accurately and safely.

Charging: The power indicator light is yellow. If you press the power button to start the massage, the power indicator light will be red.

Fully charged: The power indicator light is green.



 **How to Use****Charging time**

When the battery is completely discharged, start to fully charge for about 3 hours.

- If there is still some power remaining in the battery, the charging time will be shortened accordingly.
- If charging in a high temperature environment, the product protection device is activated, and charging may stop halfway.
- If the battery is not used for a long time, the battery may automatically discharge, please charge it in time.
- When charging, you can use any function, you may use it while charging.

**CAUTION**

- In the starting state, the default timing time is 15 minutes. When the timing time is up, the massager will turn off all massage actions and enter the standby state. If you do not use this product for a long time, please unplug the switch power supply.

Cleaning and Maintenance

Cleaning

- Before cleaning, please make sure the switch has been turned off and the power plug has been disconnected from the socket.
- Please use a piece of damp cloth to clean this product. The cloth can be soaked in soap water first, but please dry it to damp before cleaning.



CAUTION

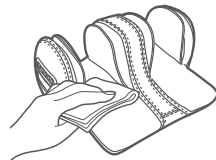
- Do not pull the plug from socket with wet hands.
- Rinsing this product with water is not allowed.
- Do not use corrosive cleaning agents like benzene or thinner to clean the product, otherwise, the color of product will fade, and the internal parts may be corrupted or broken.
- Do not disassemble the product when it is wet.

Maintenance

- When not in use, turn off the main power, and remove the plug from socket.
- Keep the product clean and away from high temperature/ humid areas, or any environment with volatile gases.
- If this product is to be left idle for long, properly cover it with a dust cover (self-purchase)

Please clean if you feel dirty.

Use a cloth dampened with soap and water to wipe off the dirt.
Before wiping, please wring the cloth dry.
Do not use alcohol, paint thinner, gasoline or nail polish remover.
Otherwise, it may damage the product or cause cracks or discoloration.



CAUTION

- Please keep the product away from direct sunlight, or high temperature, to avoid fading.

Kindly reminding

- If the product has been used for long, please check the conditions as below:
 - * Burnt smell.
 - * Unstable power supply after contact with the power cord.
 - * Power cord heating up.
 - * Power cords damage.
 - * Other abnormalities.



CAUTION

- If above mentioned happens, please stop using the product.
- Switch off the power supply, pull out the plug, and contact us.
- Do not disassemble the product by yourself.

? FAQs and Solutions

If there is a failure during operation, please check according to the following tips. Do not disassemble or repair by yourself, the seller will not be responsible for any consequences caused by this situation.

When the machine fails or cannot be started, please check the following items:

Issues	Solutions
Unable to turn on the product after pressing the power button for 2 seconds	The product is out of battery, please charge it with a suitable adapter.
	Press the button harder, hold it for 2 seconds.
The signal light is not working or flashing	It is normal if the signal light will turn yellow while charging ; when charging is completed, the signal light will turn green.
	The power did not insert to the socket correctly.
	The power did not connect to the charging port correctly.
Even though the product is fully charged, it can only function for few minutes	The battery life is exhausted. Contact the retailer or their authorized service center (Be careful not to replace the battery yourself to avoid dangerous incidents.)
Stop during product use	The product is out of power, please connect the adapter to charge
	The product is set to automatically stop at 15 minutes, which is not an abnormal phenomenon. Please reboot or rest for a while before use.

If the abnormal situations persist after taking the above solutions, please contact us.



Technical Specifications

product name	: Max Knee 2.0
Product model	: MAX-E02EMK722B
Rated voltage	: AC100-240VAC/50-60Hz, DC12.8V/2A
Power adapter input	: 100-240V~ 50/60Hz 0.8A
Power adapter output	: 12.8V 2.0A
Rated power	: DC 12.8V 18W
Rated time	: 15 minutes
Charging time	: about 3 hours
Battery specification	: DC 11.1V 1800mAh
Product gross weight	: 4.1 kgs
Product net weight	: 3.3 kgs
Compliance	: GB 4706.1-2005 / GB4706.10-2008



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