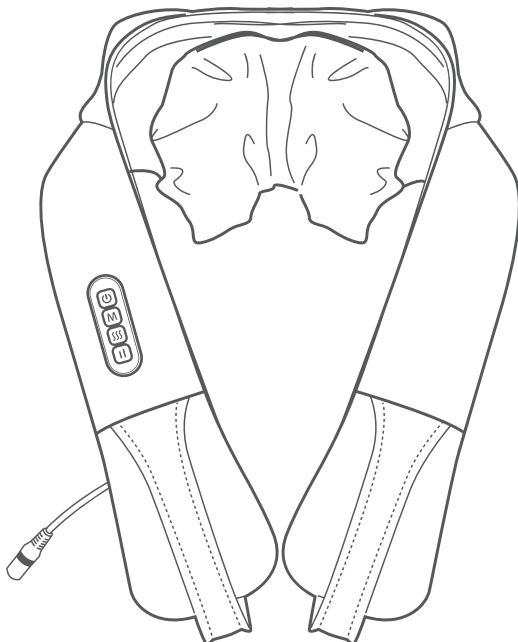


mkara Pro

Neck & Shoulder
Massager



User Manual

MAX-E02EMK155



maxcare®



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.

mkara Pro

Neck & Shoulder
Massager

Thank you for purchasing the Maxcare 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 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.
- The appliance is only to be used with the power supply unit provided with the appliance.
- The appliance must only be supplied at safety extra low voltage corresponding to the marking on the appliance.
- Do not use this product outdoors.
- Please read this manual instruction carefully before operation.
- Use this appliance only for its intended use as described in this manual.
- 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.
- Do not carry this product by its power cord or use it as a handle.
- Do not use this product under blanket or pillow. Overheating can occur and cause fire, electric shock or injuries.
- Please don't use it if the radiator hole is covered or blocked.
- Please keep this product away from aerosol products and areas that have been sprayed.
- 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 fall asleep while using this product.
- Please do not use it if drunk or feeling unwell.
- Please do not use it within one hour before/ after having meals.
- Please do not adjust to the maximum intensity at the beginning of the massage to avoid the risk of being injured.
- 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.



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.
- 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.



Safety Precautions



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

- People who are suffering from osteoporosis.
- People who are suffering from heart disease or carrying electronic medical equipment such as heart pacemaker.
- People who have cancers, acute illnesses, heart diseases, or severe high blood pressure, etc.
- People who have a fever.
- Pregnant women, women who just give birth or are in menses period.
- People who have/ had back pain, or legs, waist, neck numbness/ injuries (disc herniation, spondylosis and cervical protrusion, etc. patients)
- People who have spinal abnormalities or spine curvature disorders.
- People who have perception disorders due to diabetes are not suitable to use this product.
- People who are suffering from tendinitis.
- People who got injured or skin diseases.
- Children under 8-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.
- People whose bodies are wet are forbidden to use this product.
- As the surface of this product may get hot, people who are sensitive to heat should pay attention to using it to avoid minor burns.
- 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.
- 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.
- Check if the voltage is suitable to the specification of this product.
- Do not use wet hands to pull the plug.
- Do not allow water to get into the product, for the avoidance of 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 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 can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.



Safety Precautions

- 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 ride on the handle to avoid injury or malfunction.
- 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.
- This product contains a lithium-ion rechargeable battery. Prior to disposal please take out the battery.



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.
- Do not roll or pull this product above uneven ground, it should be lifted before moving.
- Please use it intermittently; do not keep it continuously running for long.
- This product contains a irreplaceable battery.



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.

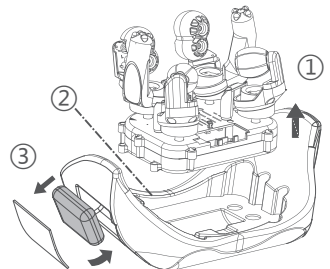
Removal of the Built-in Rechargeable Battery



Warning

Do not remove the battery unless for disposal.

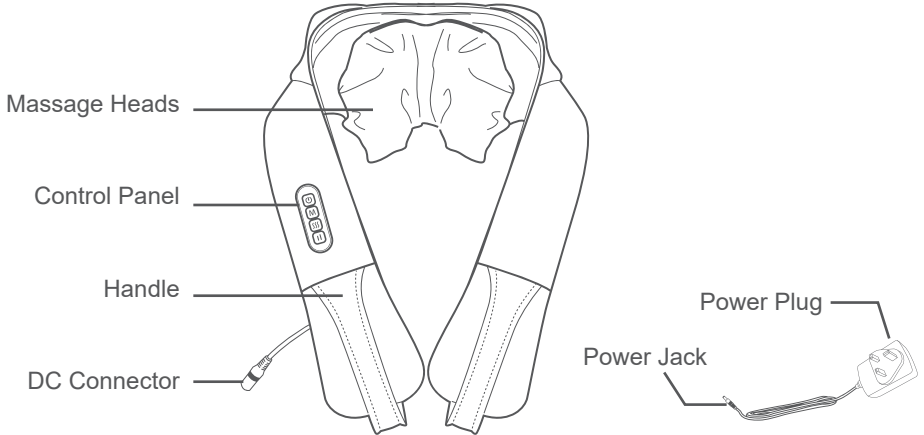
1. Remove the power plug from power supply and then turn on the device to check if it is still working. If so, keep the device running until all the battery runs out.
2. Remove the cover and take out the motor set.
3. Follow steps 1 to 3, cut the cord connecting to the motor set and take out the battery.



Please make sure the power plug is not connected to any power supply before removal.

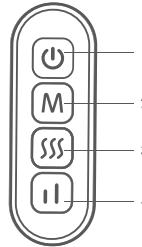


Product Parts and Function



HOW TO USE

1. Power Button
2. Mode Button (Kneading/ EMS)
3. Heating Button
4. Speed Button (Low/ High)



Power Button

Before turning on the device, no other buttons work except for the power button. Press the power button to turn on the device and it will directly enter the Auto mode, i.e. low speed with heating; the system will start the count down from 15 minutes. The device will automatically be turned off when time is up.

Mode Button (Kneading/ EMS)

This button only works when the device is on. Auto mode is the default mode and is on right after turning on the machine. Press the mode button to switch to kneading or EMS mode.

Heating Button

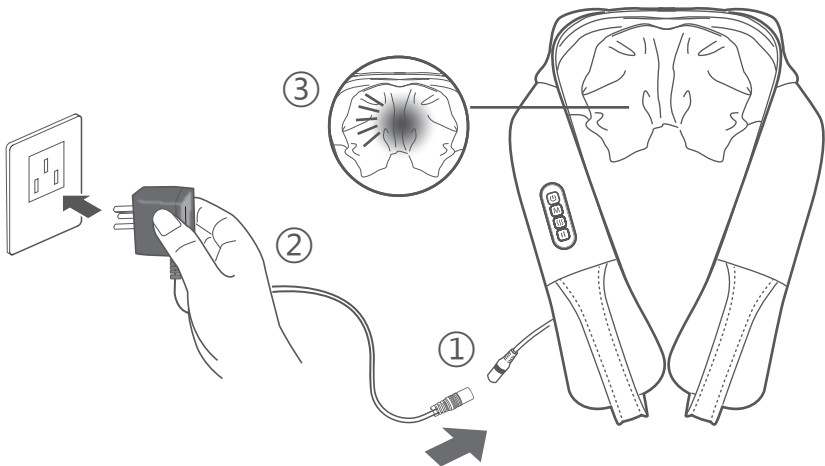
This button only works when the device is on. Press the heating button to turn on heating and press it again to turn off heating.

Speed Button (Low/ High)

This button only works when the device is on. Press the speed button to switch to high speed and press it again to switch back to low mode.

 HOW TO USE**HOW TO CHARGE**

1. Connect the DC connector with the power jack.
2. Connect the power plug to a socket.
3. During charge, the massage heads flash red light. If the device is running, the flashing red will be turned off. If the power plug is connected to the power supply during use, the device will simultaneously be charged. Power will automatically be cut off when battery is full.

**When the Built-in Battery is Low**

1. The massages head will flash red light after turning on. Please use after recharge.
2. The device will be automatically be turned off after turning on. Please use after recharge.
3. When battery is full, remove the power plug from the power supply and disconnect the connector.

 **Cleaning and Maintenance****Cleaning**

- Before cleaning, please make sure the switch has been turned off, and the power plug has been pulled out from socket.
- Please use a piece of clean and soft cotton 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 keep the product away from direct sunlight, or high temperature, to avoid fading.

**CAUTION**

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

Kindly reminding

- If the product is used through the year, please check conditions as below:
 - * Burnt smell.
 - * The power cords do not work every time.
 - * The power cords glow.
 - * The 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 disassembly the product by yourself.

FAQs and Solutions

Issues	Possible Causes	Solutions
Product not functioning	Plug not connected	Connect the plug to a socket
	Power button not on	Press the power button
	Built-in battery is low	Put on charge immediately
Weak Intensity	Built-in battery is low	Put on charge immediately
	The surrounding temperature is extremely high/ low, product cannot function normally	Please keep the temperature at 10-40°C
Works for only few minutes even right after charge	Battery life used up	Please contact CS Please do not attempt to change the battery, otherwise there could be product damage
Stops Abruptly	The massage program has run for 15 minutes and the sleep mode is on	Press the power button for restart

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



Technical Specifications

Product Name	: mKara Pro
Product Model	: MAX-E02EMK155
Rated Voltage	: DC13.5V === 2.5A
Rated Power	: 33.75W
Rated time	: 15 mins
Charging Time	: Approx. 3 hours
Battery	: DC 11.1V === 1800mAh



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