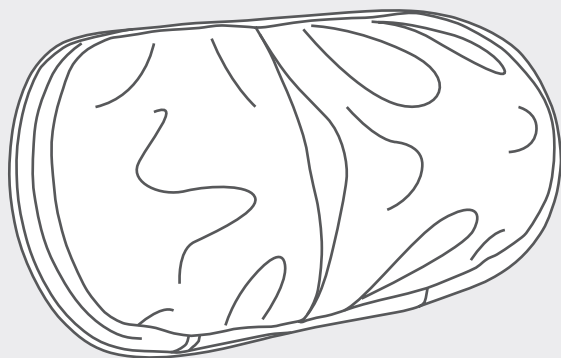


# *mHuggy* Pro

Massage Pillow

User Manual

MAX-X03HY2107





## 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.

# mHuggy Pro

Massage Pillow

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.

## CONTENT

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Safety Precautions .....	P.01 - P.03
Name and Function of Components .....	P.04
How to Use .....	P.04
Cleaning and Maintenance .....	P.05 - P.06
FAQs and Solutions .....	P.06
Technical Specifications .....	P.07



## Safety Precautions



### 1. Important safety warning

- Keep children and pets away from of this product for the avoidance of accidents caused by the up-and down-ward movement of the calf rest and back cover.
- 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.
- Don't use accessories which are not recommended.
- Don't use this product outdoors.
- Please read this manual instruction carefully before operation.
- Any other usage that is not listed in this manual instruction is forbidden.
- 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 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 use it if drunk or feeling unwell.
- Please do not use it within one hour after having meal.
- Please do not add excessive force onto the appliance to avoid the risk of being injured or damaging the appliance.
- 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.
- Do not leave this product unattended when plugged in.
- Do not use this product under blanket or pillow. Overheating can occur and cause fire, electric shock or injuries.
- Do not carry this product by its power cord or use it as a handle.
- Please keep this product away from aerosol products and areas that have been sprayed.



### 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.
- Do not use it outdoors.



## Safety Precautions

- 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 are suffering from osteoporosis.
- 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 injuries 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.
- People whose bodies are wet are forbidden to use this product.
- 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.
- Do not use other therapy devices while using this product.
- This product is not to be used for medical treatment purposes.
- Only one person at a time.
- Recommended usage time of this product is 15 minutes/ session.
- 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.



## Safety Precautions

- 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.
- 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.
- Be careful when the heating function is turned on, it could cause serious burn. Do not use on sensitive skin.



## 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 over 30 minutes.

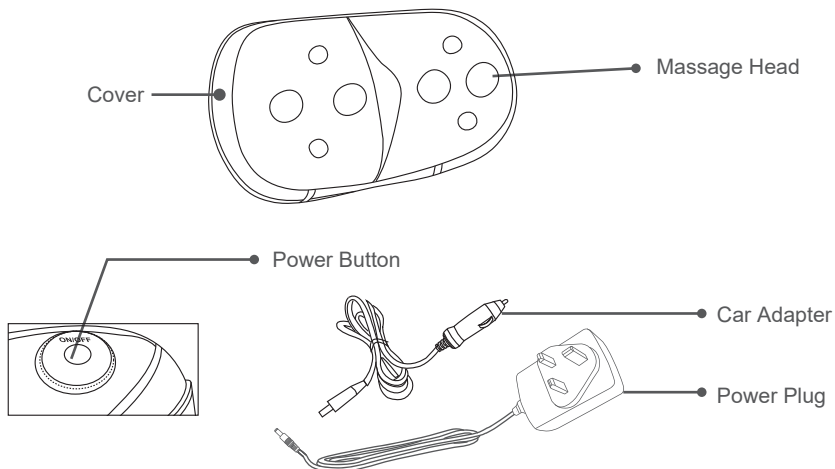


## 6. Solution of ordinary malfunctions

- It is normal if the motor makes noises during operation.
- If the appliance can't work normally, please check the plug and socket if they are connected, and make sure the switch is turned on.
- 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 60-minute break before resuming.



## Name and Function of Components



## Instruction

1. Connect the power plug with a socket and press the power button. The device will start working with infrared heating.
2. Press the power button again to turn off infrared heating; press again to turn it back on.
3. Press and hold the power button for 3 seconds to turn off the device.



## After use

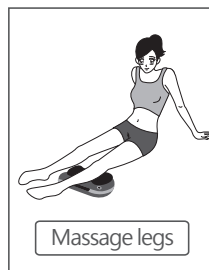
Long press for 3 seconds to turn off the appliance. Then disconnect the adapter from power supply and the appliance.



## How to Use

Applicable Areas

Neck · Abdomen · Calf · Lower Back · Upper Back · Thigh



 **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.
- Use soft cloths to clean the surface of product.

**CAUTION**

- Do not pull the plug from the socket with wet hands.
- Please do not rinse the product. Avoid water/ liquids from getting into the product.
- 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 humid. Simply let it dry.

**Maintenance**

- Make sure that the plug has been disconnected from the socket before maintenance.
- 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).

**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.



**Cleaning**

1. Please do not use organic reagent or grease solution, especially strong solvent, e.g. alcohol, turpentine and thinner, to clean the surface. Otherwise it will corrode the surface.
2. Please do not use water or washing powder to clean the surface. Otherwise there will be cracks.
3. When cleaning the surface, choose a cleaning agent that has a pH value of between 5~7, no dentifrice, and is harmless to the environment.

**Maintenance**

1. Keep a good ventilation indoor, overly dry or humid environment can accelerate the aging of leather
2. Please keep the product away from direct sunlight or air vent, Direct sunlight will also cause fading.
3. People are generally sweater in summer. The holes on the surface of the leather will absorb sweat. While heat and high humidity prompt the chemical reaction between certain substances in sweat and the leather, and hence, causes smell. Please clean the surface more often with a piece of dry cloth.
4. Please do not use alkaline cleaning agents on the leather. It will adversely affect the elasticity of the leather and lead to cracks as a result.

**? FAQs and Solutions**

No.	Symptom	Reasons	Solution
1	“Tik tik” or “tak tak” sound during motion	Normal mechanical sound during motion or the frictional sound between the massage balls and cover	No action is needed
2	Cannot be turned on	The adapter has not been well connected	Connect the adapter properly
		The power switch is off	Switch on the power button
		The power plug has not been well connected	Connect the plug to the socket properly
3	Abrupt stop during operation	Power disconnected	Check if the power cord is connected
		Rated working time (15 minutes) is up and sleep mode is on	Press the power button to restart
		The machine has been in use for too long, causing overheating protection	Press the power button to restart the machine after cooling down
		The massage hands are stuck	Reduce the pressure on the product

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

 **Technical Specifications**

Product Name	: mHuggy Pro Massage Pillow
Product Model	: MAX-X03HY2107
Rated Voltage	: DC12V 2.5A
Rated Power	: 30W
Rated time	: 15 mins
Product Gross Weight	: 1.7 kg
Product Net Weight	: 1.3 kg
Product Size	: 29.5 x 16 x 12.5cm
Safety structure	: Class I



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