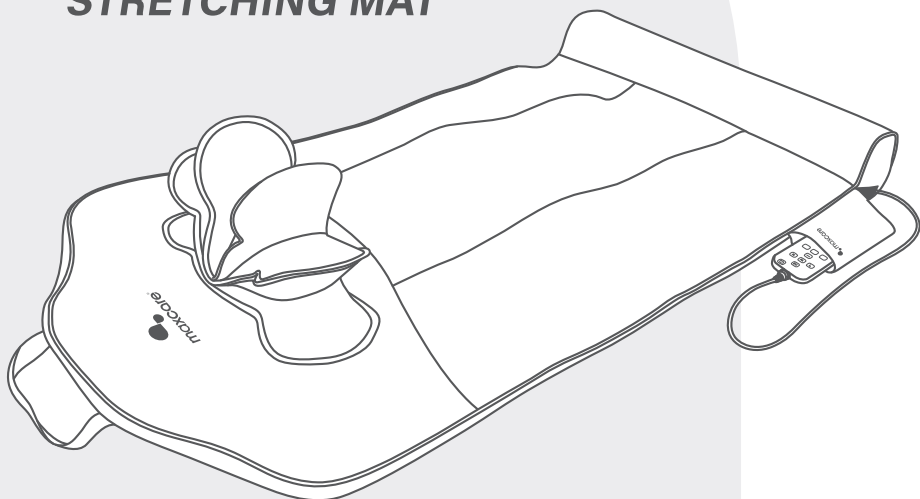


3D AIR

**MASSAGING &
STRETCHING MAT**



User Manual

MAX-X02SM615



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.



MASSAGING & STRETCHING MAT

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 and comply with the user manual before operation.
- Keep product away from sources of water to prevent short circuit caused by ingress of water into the product.
- Please use an adapter which is in accordance with the specification of the product.
- Disconnect the power supply before cleaning or after use to prevent injury or damage.
- Do not use outdoors.
- Be careful when using the heating function, to prevent possible burns.
- Please do not keep this product running continuously for over 30 minutes.
- Please check if any part of this product is damaged before use. If so, please stop using it immediately and do not dismantle or repair by yourself. You should contact us for repair.
- Please do not use it if drunk or feeling unwell.
- 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.
- Do not wash the product



2. Environment for usage

- Do not use it in a humid environment such as a bathroom.
- Do not use it when there is a drastic change in temperature.
- Do not use it under heavy-dusty or caustic environment.
- Do not use it in an environment with poor ventilation.
- Please turn off the power and remove the adapter from socket after use.
- Do not use it when the surrounding temperature is up to 40°C.
- Turn off and unplug during thunderstorms.
- Do not place it near fire or direct sunlight.
- 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 have rashes or infectious skin diseases.
- People who have diabetes, sensory impairment, malignant tumors, acute illnesses, heart diseases, or severe high blood pressure, etc.
- People who suffer from any bleeding tendency, thrombosis, severe aneurysm or acute venous aneurysm and other symptoms of blood circulation disorder.
- People who suffer from swollen or inflammation.
- People who are suffering from phlebitis, thrombosis, joint dysfunction, inflammation, weak bones or osteoporosis, etc.
- People who suffer from heart disease or carrying electronic medical device such as a heart pacemaker.
- People who have pins or screws inside the body.
- People who have a fever.
- Pregnant or menstruating women.
- Children under 14-year-old or who are delirious without being supervised are not allowed to use this product.
- For those who need to rest or feel unwell after being instructed by a doctor.
- The product has a heating function. It must be used carefully by those who are sensitive to heat.



4. Safety

- Do not place heavy objects on top of the product.
- The product should be used on flat place.
- The product can only be used by a single user at a time.
- Do not use when it folded.
- Check if the voltage in accordance with the specification of this product.
- Do not use wet hands to pull the plug or touch the remote control.
- Do not allow liquid to get into the product, to prevent 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. Please clean this product with dry cloths. Do not use thinner, benzene or alcohol.
- Be away from this product and turn off the plug during a power cut, to prevent injury in case power resumes suddenly.
- Stop using this product if there is any irregularity, and please contact us immediately.
- Stop using this product if you feel any physical abnormality. Please consult a doctor.
- This product is not intended for people (including children) who are physically handicapped, sensory or neurological deficits, or lack of experience and knowledge, unless they are under supervision or instruction concerning the use of the product by their guardian.



Safety Precautions

- Children should be supervised to ensure they do not play it as a toy.
- Do not directly pull or drag the power cord when moving the product to avoid damage.
- This product should be maintained by us, users are prohibited to dismantle, repair or maintain by themselves.
- Keep away from fire, high temperature or flammable, to avoid malfunctions and dangers that may cause deformation, discoloration or damage.
- Do not use other therapy devices while using this product.
- This product is a personal care massager and cannot replace medicines and medical devices.
- Please strictly follow the instructions, otherwise an accident or physical discomfort may occur.
- This product is not intended for people (including children) who are physically handicapped, sensory or neurological deficits, or lack of experience and knowledge, unless they are under supervision or instruction concerning the use of the product by their guardian.
- Children should be supervised to ensure they do not play it as a toy.
- This product should be maintained by us, users are prohibited to dismantle, repair or maintain by themselves.
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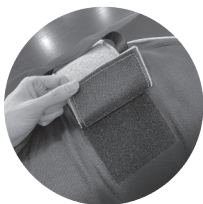
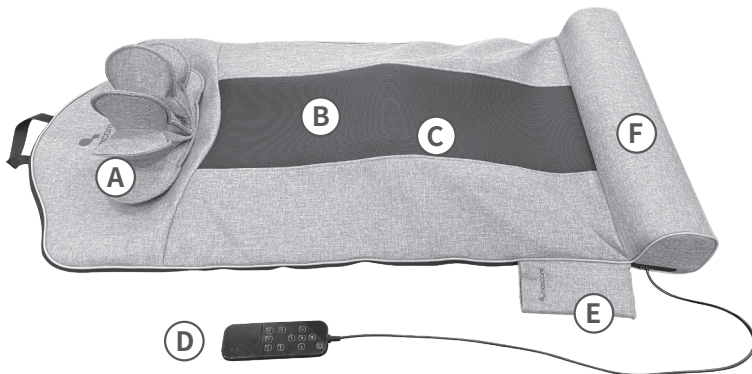


5. Maintenance

- This product should be maintained by us, users are prohibited to dismantle or repair by themselves.
- Please clean this product with dry cloths. Do not use thinner, benzene or alcohol.
- Keep the product clean and away from the places with high humidity or high temperature and environment with volatile gases.
- Do not place it near fire or direct sunlight, to prevent product color fading.

 Name and Function of Components

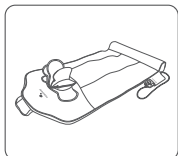
Product structure



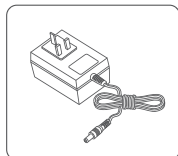
- A: Neck air massage
- B: Shoulder/Back/Waist air massage
- C: Breathable mesh fabric
- D: Remote Control

- E: Remote Control pocket
- F: Thickened sponge
- G: Velcro
- H: Roll-up design

Components



Massage mat



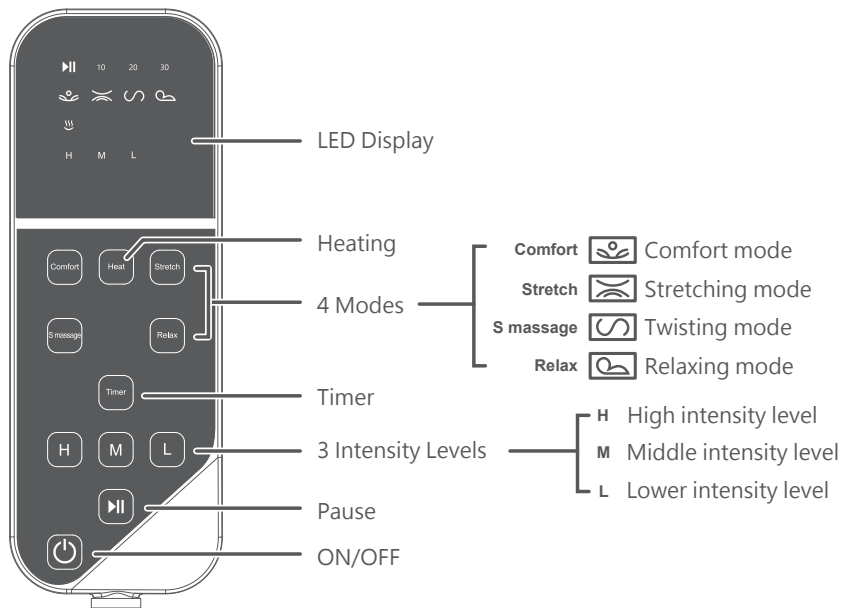
Power adapter













User manual

 How to Use

Remote Control Instructions



HOW TO USE

1. Please check if there is any damage before use.
2. Please put the product on flat place such as sofa or bed, fix it before use.
3. Connect the adapter to 220V~50Hz power socket, the product will turn into standby mode.
4. Press the  button on the remote control to switch on. It starts the preset Comfort mode.
5. 4 massage modes option:
 -  **Comfort** Comfort mode: M intensity level, 20 minutes working time
 -  **Stretch** Stretching mode: M intensity level, 20 minutes working time
 -  **S message** Twisting mode: M intensity level, 20 minutes working time
 -  **Relax** Relaxing Mode: M intensity level, 20 minutes working time
6. Press the  button to turn on / off the heating function.
7. Press the  button to switch the massage time: 20 minutes, 10 minutes, 30 minutes.
8. Press the  button to switch the air pressure intensity.
9. Press the  to pause all the functions, press again to resume normal.
10. Press the  button during massaging or the rated working time is up, the product will stop working and LED display will turn off, it turns into standby mode.

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

- Please ensure to turn off the power and unplug before cleaning.
- Use a soft dry cloth or slightly damp cloth to wipe the product surface.

**CAUTION**

- Do not touch the plug with wet hands.
- Do not wash or spill any liquid on the product.
- Do not use corrosive liquid such as benzene or thinner to clean the product, to prevent color fading and damage.
- When the product is damp, stop using it and do not dismantle. Leave it to dry naturally.

Maintenance

- Keep the product clean and away from the places with high humidity or high temperature and environment with volatile gases.
- If the product will not be used for a long period, please use a dust cover (buy separately) to prevent dust, then store in a safe, dry and cool place.

**CAUTION**

- Do not place it near fire or direct sunlight, to prevent product color fading.
- Do not place heavy objects on top of the product.
- Please ensure to turn off the power and unplug when it's not in use.

Kindly reminding

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

**CAUTION**

- If the above phenomenon occurs, please stop using the product to prevent malfunctions and accidents.
- Please turn off the power and unplug immediately. Users are prohibited to dismantle and repair by themselves. Please contact us for repair.

Troubleshooting

The following symptoms do not indicate malfunction. Please check the below phenomenon to find out the solution before contact customer services department. If the problem still cannot be solved, please do not dismantle or repair the product. You should stop using it and contact us immediately.

Issues	Possible Causes	Solutions
Not working	The adapter has not been well connected	Connect the adapter properly
	The power switch is off	Switch on the power button
	The massager is used for too long, overheat protection will activated	Allow the massager to cool down before using again
Abrupt stop during operation	Power disconnected	Connect the adapter properly
	Rated working time (30 minutes) is up and the massager is automatically stop	Press the power button to restart
	If you have been using the massager for a long time, overheat protection may get activated.	Turn the massager off and allow it to cool down before using again



Technical Specifications

Product Name	: 3D Air Massaging & Stretching Mat
Product Model	: MAX-X02SM615
Rated Voltage	: DC12V
Rated Power	: 36W
Rated Time	: 20 minutes
Heating temperature	: 45-50°C
Product Size	: 120x58.5x9.5 cm
Packaging Size	: 61x18x39 cm
Net Weight	: 3.7kg
Product Weight	: 5.1kg
Components	: Massage mat, Adapter, User manual