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<https://mytrex.jp> <https://usa.mytrex.jp>

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MYTREX

DR. HEAT NECK

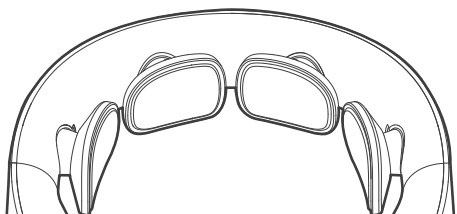
User's manual

MYTREX Customer Service

Business hours 9:00~17:30
(excluding Saturdays, Sundays, holidays, year-end and beginning of year)

[Japanese] Phone: 092-260-7365 Web: <https://mytrex.jp/support/>

[USA & Global] Email: Support.usa@mytrex.jp Web: <https://usa.mytrex.jp>

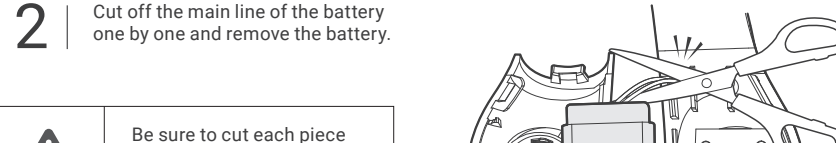


Thank you very much for purchase our products recently.
Please read the instruction manual carefully to ensure correct use and safe use.
This instruction manual comes with a warranty certificate.

- Please keep it properly after reading.
- For storage, warranty certificate attached.

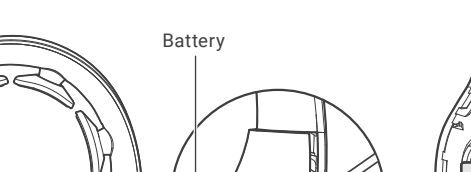
CE RoHS

<p>Package contents</p> <ul style="list-style-type: none"> ● Main body (MYTREX DR. Heat Neck) 1 unit ● USB cable for charging 1 piece ● User's manual 1 copy 	<p>Customer, Name, Address, Phone Number.</p>
<p>②Design and specifications are subject to change without prior notice.</p>	<p>Address and Telephone Number.</p> <p>1-year warranty period. Date of purchase: Year/Month/Day</p>

<p> • Replacement of consumables/accessories such as batteries due to deterioration and wear • Failure or damages when used outside of general household • Failure or damages when purchased from non-official/authorized dealerships • Even during the warranty period, customers are generally responsible for shipping costs when sending in products 3. Please keep this warranty certificate safe as it cannot be reissued 4. When returning a product please send it back in its original packaging with all parts and accessories included. 5. We reserve the right to modify and interpret terms of this warranty agreement. </p>	<p> ● Individuals of the following medical electronic equipment, please do not use. • Medical electronic instruments such as implantable pacemakers. • Artificial heart and lung and other life support medical electronic instruments. • Wearable medical electronic instruments such as electrocardiograms </p>
<p> ⚠ Warning ● The following people cannot use. • Individuals with heart disease and blood clots. • Children and lasting infants. • Individuals who are unable to express themselves and operate independently. </p>	<p> 2 Cut off the main line of the battery one by one and remove the battery. </p> 

- The following individuals must receive medical consultation before use. Even if the following conditions are not met, please consult a doctor if you experience any discomfort during use.
 - *Facial neurological disorders, skin perception disorders, sensitive constitution, skin diseases, as well as drug-induced skin inflammation, skin sensitive individuals.
 - *Individuals with skin damage, eczema, and swelling.
 - *Individuals with blood circulation disorders, telangiectasia, and abnormal blood pressure.


1 Use a screwdriver or other tool to pry the cover inside the right side of the main body (bottom side) in reverse and disassemble it.



- Individuals with malignant ulcers
- Individuals with sensory abnormalities in the brain and nerves (sleeping and etc.)
- Individuals with perception disorder due to high peripheral circulation disorder such as diabetes
- Individuals with loss of temperature sensation
- Individuals who are unable to move their limbs freely and need a quiet environment
- Individuals with hearing disorders, enlarged joints, and other abnormalities
- Individuals who feel physically ill
- Individuals receiving treatment at medical institutions
- Individuals with neck and cervical diseases, and those who have had the disease before
- Head concussion, cervical spine injury, spinal canal stenosis, lumbar disc herniation, gout, acute disease (pain) individuals
- Individuals with spinal fractures, sprains, and muscle loss

■ If the effect is not obvious after a period of use, please stop using and check with a professional doctor as soon as possible.

- The reason is that it can cause physical discomfort.


<p>● Do not pull or tug on the cables and connectors for cable storage. Do not shake cables and connectors. Do not use cables and connectors for other purposes. Do not use for other purposes. Do not use for other purposes.</p> <p>● When unplugging the AC adapter and USB cable, hold the front end of the cable and do not pull it, and do not tug or twist the cable with wet hands.</p> <p>● The reason is that it may cause accidents and injuries.</p> <p>● Do not use or store in the bathroom or high humidity areas. Do not store in an environment prone to getting wet.</p> <p>● The reason is that it may cause a fire due to electric shock.</p> <p>● Do not disassemble, repair, or modify on your own.</p> <p>● The reason is that it may cause a fire, electric shock, injury, malfunction and etc.</p> <p>● Do not use it together with other therapeutic instruments, instrument (including spray) and etc.</p> <p>● The reason is that it may cause accidents, injuries and physical discomfort.</p> <p>● Do not wash or flush the main body and accessories with water.</p> <p>● The reason is that it may cause a fire due to electric shock.</p> <p>● Do not use and store in hot places (next to a fire, inside a car or in hot weather).</p> <p>● The reason is that it may cause burns, malfunctions, fire and overheat.</p>	<p>Please follow different local laws when discarding this product.</p> <p>The reason is that it may cause accidents and injuries.</p> <p>Request on discard</p> <p>This product (the main body) contains potentially recyclable lithium batteries. Please remove the lithium battery and hand it over to the rechargeable battery recycling store when it is discarded.</p>  <p>Notice</p> <p>● The following method for discarding, not repair Never disassemble this product unless it is discarded.</p> <p>● Be sure to remove the adapter from the main body before disassembling it.</p> <p>● When the battery still has power, please repeatedly turn on the power to drain the battery.</p> <p>● Please be careful not to be damaged by the edges and corners of the parts when disassembling the main body.</p>
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<p>Preparation methods</p> <ul style="list-style-type: none"> ● When storing, disconnect the main machine power and unplug the AC adapter from the socket. ● Do not place the product in a deep color bag that is prone to color transfer. The reason is that it will cause the color to easily transfer to the product. ● Do not place it near a fire, bathroom, car or other hot and humid places. It should be stored in a ventilated, clean and cool place. ● Please keep it out of reach of children. ● If not to use for a long time, please clean the main body first, charge it fully, and then store it. After 1 month, operate the product again and recharge it. If the battery is not charged for a long time, it may result in inability to charge. 	<ul style="list-style-type: none"> ● In case of any abnormal situation, please quickly cut off the power supply of the main body. If charging, please quickly unplug the AC adapter from the socket. ● Do not use under abnormal conditions such as smoking, abnormal sound, odor and etc. ● The insertion ports of the main body and accessories must not be contaminated with liquids, metals, foreign objects or dust. ● The reason is that it may cause fire, electric shock and malfunction. ● Insert the AC adapter directly into the wall socket, do not wire the plug. ● The reason is that it may cause electric shock, fire, and malfunction.
<p>25</p>	<p>6</p>

<p>⚠ Notice</p> <ul style="list-style-type: none"> ● Do not use with the purposes other than those specified in the operating instructions. The reason is that it may cause injury and the main body malfunction. ● Confirm whether a computer button and timer (15 minutes) can operate normally before use. 	<p>6 After use, confirm that the power is turned off before removing it from the body.</p> <p>⚠ When stop during use, please press the power/heat switching button for about 2 seconds to turning off the power supply.</p>
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<p>● Please remove the metal and accessories from the neck and head before using this product. The reason is that it may cause a strong electric shock.</p> <p>● If you want to change the position of the main body during use, please turn off the power first before changing. The reason is that it may cause electric shock when moving the main body during power on.</p>	<p>dirty, it may cause difficulty in transmitting low-frequency (EMS) stimulation.</p>
<p>7</p>	<p>24</p>

8) Using low frequency (EMS) intensity level 1 or above, the intensity level will revert to level 1 while switching modes. To increase the low frequency (EMS) intensity level, please follow step 4 to set it.



- ❗ If you feel faint, nausea, or abnormal skin conditions during use, please stop using immediately and check with a doctor.
The reason is that it may cause accidents and injuries.
- ❗ Do not use while driving, sleeping or after drinking alcohol.
The reason is that it may cause unexpected accidents and injuries.
For use in the car, select after breaks and non-driving time.
- ❗ Do not put this product in fiber products that are easy to fade for a long time.
The reason is that if you store this product in a deep-color storage bag, it may cause the main body to be stained by color transfer.
- ❗ If you have purchased a faulty and malfunction product, please contact the store you purchased and our customer service.
Customers are not allowed to disassemble and repair on their own, as this will disqualify the warranty.


Brand	MYTREX
Product name	DR- Heat Neck
Model	MT-DRHN21W(White), MT-DRHN21B(Black)
Main body specifications	During operation: DC3.7V, 5.5W When charging: DC5V, 5W
Size	170*132*40mm
Battery	Model Name: PL802X56 Rated Voltage: 3.7V Battery Capacity: 1500mAh

4 Press the (+/-) buttons on the left and right sides to set the intensity level of the low frequency (EMS)

Ⓜ When using it initially, please choose the weakest level and gradually increase to a stronger level after getting used to it.


Ⓜ When stopping low-frequency (EMS) stimulation, choose to press the (-) button to stop the stimulation (guidance mode: EMS of, electronic sound mode: beep)

Right side
(+/-) button



Front pad
EMS intensity level change

EMS strength levels
6 levels



Side/rear pad
EMS intensity level change

EMS strength levels
16 levels

Left side
(+/-) button

Ⓜ The intensity level of the side and rear heating pads cannot be individually switched.

※There are 3 heating modes to choose. While pressing the power/heating switch button, proceed in the order of heat 1 (low temperature) → heat 2 (medium temperature) → heat 3 (high temperature) = heat off (no heat)

※All heating pads on the front, rear and side are heating. The temperature of each heating pad cannot be individually switched.

※When using for the first time, please start with heat 1 (low temperature).

Maximum output voltage	28V
Maximum output current	3.5mA
Basic frequency	1~200Hz
Output pulse amplitude	225μs
Rated time	15 minutes
Operating environment	temperature 5~40℃, relative humidity ≤85%RH
Manufacturing distributor	Sotsum Medical Co., Ltd
Manufacturing country	China


Methods of use

- Wear on the neck (directly touching the skin).**

To transmit low-frequency stimulation, please place the "low-frequency heating pad" (EMS) around the neck and thoroughly moisten it with water or warm water before wearing the main body. No wetting required when using only heating mode.

Skin order to energize electrically evenly, the "low-frequency heating pad" should be worn tightly against the skin. Due to differences in the neck, the front heating pad may not come into complete contact with the neck. The suitable area varies from person to person, but as long as there is some contact, low-frequency stimulation can already be felt.

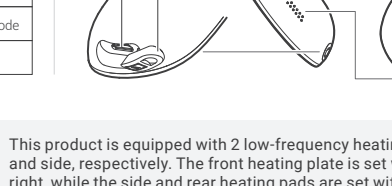
If it is long hair, please tie it up first to avoid getting entangled!



- *1 Orange LED light (heating-warm display)

Turn off light	Heating off (no heat)
●●●	Heat 1 (low temperature)
●●●●	Heat 2 (medium temperature)
●●●●●	Heat 3 (high temperature)
- *2 White LED light (sound mode display)

○	Guidance mode
○○	Electronic sound mode
○○○	Silent mode
- *3 Location of low-frequency heating pads



This product is equipped with 2 low frequency heating pads on the front, rear, and side, respectively. The front heating plate is set with the (+/-) button on the right, while the side and rear heating pads are set with the (+/-) button on the left for low frequency level setting.

Before Use (Methods of charging)

When using for the first time and the battery is low, please turn off the power of the main body and charge it.

● When the battery level is low

Light	Emits a "beep" sound for approximately 15 seconds.
Sound	The voice light flashes 3 times for approximately 15 seconds.

● Approximate charging & operation time

Charging time	3 hours
Operation time	Approximately 6 hours (beats/charge) Approximately 1.5 hours (movement)

*The longest charge time is on the side, front, and rear pads, set at intensity level 1 (beat level), and the shortest charge time is on the side and back pads, set at intensity level 1 (beat level).
 *The longest operation time is for the side, front, and rear pads, set at intensity level 1 (beat level), and the shortest operation time is for the side and back pads, set at intensity level 1 (beat level).
 *The charging and operation time were greatly depending on the remaining battery capacity, charging and usage environment.

*If you charge in an environment with an ambient temperature of 15-25 degrees Celsius. Prolonging the charging time beyond the recommended temperature may lead to a reduction in charge.

*The battery life will be shortened on initial charging and long-term non-use. Back to normal after multiple uses.

About the level of low-frequency (EMS) stimulation

For safety reasons, the EMS mode is set according to the following specifications.

- Without wearing on the body, it cannot set the intensity level above level 1. Turns off about 2 minutes after turning on the power.
- When removed from the skin, the intensity level is reset to level 1.
- Using low-frequency intensity level 1 or higher, the intensity level is reset to level 1 when switching modes.

*When the intensity level cannot be reached above level 1, move the position to allow the skin to fully contact and try again.

Switching of operation sound


This product has 3 different sound modes. When switching sound modes, press and hold the button for about 3 seconds while using it.

Guidance mode (English)	Electronic sound mode (beep)	Silent mode (mute)
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About EMS mode

This product combines 6 EMS modes from low frequency to high frequency.


Mode: 3




Mode: 4



Mode: 5

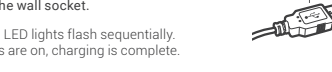


Mode: 6



ⓘ Above are images of various modes. For the first time use, please experience each mode separately.

- 2 On the Type A connector side of the USB cable, connect to the attached AC adapter.
- 3 Insert the AC adapter into the wall socket.
 - ⓘ During charging, the white LED lights flash sequentially. When all 3 white LED lights are on, charging is complete.
- 4 After charging, unplug the AC adapter from the socket.
 - ⓘ Remove the USB cable from the main body and close the cover of the charging port.



USB cable (Type A)

AC adapter (accessory)

<p>17</p>	<p>14</p>
<p>Please read before first use</p> <ul style="list-style-type: none"> ● Please confirm whether each operation button and timer (15 minutes) can work properly for initial use and a period of time without use. 	<p>Refer to the following link to find the precautions for built-in lithium batteries. https://mytrex.jp/support/safety/battery/</p> <p>About low-frequency (EMS) stimulation</p> <p>The operation of low-frequency (EMS) stimulation is carried out through water or moisture. Before use, moisten the area around the neck that can be reached by the "low-frequency heating pad" with water or warm water.</p>

<div data-bbox="151 5758 215 5782"> <p>Purpose and effect</p> </div> <div data-bbox="151 5806 215 5830"> <p>Notice</p> </div> <div data-bbox="223 5758 466 5782"> <p>Relieve shoulder stiffness, prevent muscle contraction caused by paralysis, and have a massage effect.</p> </div> <div data-bbox="223 5788 466 5830"> <p>About 2 times a day, 15 minutes each time, use at an intensity that feels comfortable to you. Try to use continuously use. If using twice a day, use them separately, morning and night, with sufficient time in between. If overuse and stimulation intensity is too high, it will have the opposite effect.</p> </div>	<div data-bbox="547 5758 871 5782"> <p>If there is dry skin during use, it may make it difficult to feel low-frequency (EMS) stimulation. If this situation occurs, please turn off the power first and wet the neck area thoroughly with water or warm water before using again.</p> </div> <div data-bbox="547 5788 871 5830"> <p>If depending on the contact position of the "low-frequency healing pad" and the condition of the muscles in the neck, the sensation of the electrical stimulation and the movement of the muscles may differ between the left and right sides, but this is not abnormal.</p> </div>
<p>15</p>	<p>16</p>