

MEDI NECK 182mm×257mm

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MYTREX
MEDI NECK

MT-MDN24B
Instruction Manual

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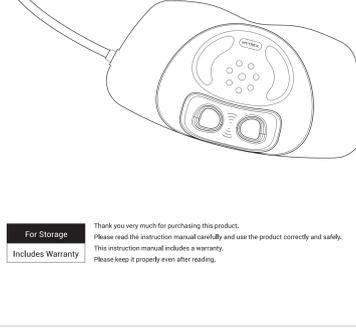
Designed in Japan, Made in China.
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MYTREX Customer Support

For inquiries or concerns about the product, please feel free to contact us.

Business Hours: 9:00-17:30
(Excluding Saturdays, Sundays, Public Holidays, and New Year Holidays)

Contact by phone: 092-260-7366
Contact on the web: <https://mytrex.jp/support/>



For Storage: Thank you very much for purchasing this product. Please read the instruction manual carefully and use the product correctly and safely. This instruction manual includes a warranty. Please keep it properly even after reading.

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I Safety Precautions I

This section explains the precautions that must be strictly followed to prevent harm to the user and others, as well as damage to property.

Regarding Warning Labels
The dangers and extent of damage that can occur due to incorrect usage are categorized and explained.

- Warning** Indicates situations where incorrect use could lead to "death or serious injury."
- Caution** Indicates situations where incorrect use could lead to the "possibility of injury or material damage."
- Prohibited** Indicates actions that must not be taken ("Prohibited" activities).
- Must Adhere** Indicates "mandatory" actions that must be carried out.

Disclaimer
Our company is not responsible for any damage caused by the customer's intentional acts or negligence, misuse, or use under other abnormal conditions including fire, earthquake, riot, terrorism, or other events.

Warning

- Prohibited** Never use in conjunction with the following medical electrical equipment. Do not allow indirect use using the following medical electrical equipment to come close while using this product. It could lead to accidents or malfunction of medical electrical devices, causing significant bodily harm.
 - Life-supporting medical electrical devices like artificial heart-lung machines
 - Vital medical electrical devices like electrocardiographs
- Do not use in the following cases as it may cause accidents or skin/body problems:**
 - Individuals with heart disease or blood clots
 - Individuals with severe allergic reactions to plastic materials
 - Individuals who are unable to communicate their intent or operate the device
 - Infants and children
 - Those who are pregnant, have recently given birth, or may be pregnant
 - Individuals who have had allergic reactions to plastic materials
 - Individuals prohibited from using massage or EMS by a doctor
 - Individuals who have had facial, neck, or cervical spine (implant) surgery due to fractures or orthopedic reasons
 - Individuals who have consumed alcohol
 - Individuals with a fever (38°C or higher)
- Do not use on parts of the body other than the cervical spine.** Do not use on the front of the neck, or on the back of the neck, or on the back of the head. It may cause accidents or skin/body problems.

I Warranty and After-Service I

This warranty certifies free repair or replacement if the product malfunctions under normal usage conditions as per the instruction manual. If the product fails during the warranty period from the purchase date, please present the product, warranty card, and proof of purchase date (receipt, delivery note, etc.) to the store of purchase or our customer support. After the warranty period, repairs that can maintain functionality will be provided at a charge upon customer request.

The warranty period is 1 year from the purchase date (for the main unit)

- Even during the warranty period, the following cases or similar incidents are not covered by this warranty and will be subject to a charge:
 - Fault or damage due to improper use, storage faults as instructed in the manual
 - Fault or damage due to improper handling (misoperation, dropping, etc.), modifications, or repairs
 - Fault or damage due to natural disasters, public pollution, salt damage, gas damage, abnormal voltage, or other external factors
 - Impairment due to wear and tear or deterioration, consumables and accessories
 - Faults or damage when used outside of general household use
 - Faults or damage from products purchased from non-official or unauthorized sellers
- Even within the warranty period, the customer is generally responsible for shipping costs when sending the product for service.
- When returning the product, please send it back in the same packaging condition as received, including parts and packaging.
- The warranty card cannot be resused, so please keep it safe.
- Our company reserves the right to amend the terms of the repair warranty and the final interpretation.

In the unlikely event that the product you purchased malfunctions, please contact MYTREX customer support.
② This warranty card promises free repair or replacement under the specified period and conditions and does not limit your rights.

Warranty Card	Model Number: MT-MDN24B
Customer Name, Address, TEL	
Dealer Name, Address, TEL	
Warranty Period: 1 year Purchase Date: Year Month Day	

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I Product Specifications I

Brand	MYTREX
Product Name	MEDI NECK
Model Number	MT-MDN24B
Rated Power Supply	DC12V 1A
Power Consumption	9W
Size	Approximately 450×233×110mm
Weight	Approximately 1.6kg (excluding AC adapter)
Materials	PC/ABS, Silicone, Stainless Steel Nylon
Operating Environment	Temperature 5°C to 40°C, Relative Humidity 80% RH
EMS Frequency	2Hz to 85Hz
Maximum Load Capacity	20kg
Timer	15 minutes automatic off
Country of Manufacture	China

Warning

- Prohibited** Do not use when feeling unwell, sleepy, during or immediately after drinking alcohol, or right after eating. Also, do not use while eating, smoking, or driving. This can lead to accidents or injuries.
- Do not sit or stand on the device, nor place heavy objects on it, or apply excessive force. This can lead to accidents, injuries, or damage.
- Do not touch the EMS conductive parts or moving parts of the device during operation, nor bring metal into contact with them. This can lead to accidents or injuries due to strong stimuli.
- During use, do not let anyone other than the user touch the remote control or operation buttons, and ensure that no one else touches the user. This can lead to injuries or unexpected accidents.
- Do not use or store in places exposed to direct sunlight or high temperatures (near fire, inside a car under the blazing sun, etc.). This can lead to ignition, overheating, burns, or malfunctions.
- Do not use or store in humid places like bathrooms, or in places prone to water exposure. This can lead to electric shock or fire.
- Do not immerse the device or its accessories in water or wash them with water. Also, do not allow liquids, metals, foreign objects, or dust to adhere to the gaps, insertion points of the device or its accessories. Do not use if the device is wet. This can lead to electric shock or fire due to a short circuit.
- Do not store in unstable places, and do not drop the device or its accessories or subject them to strong impacts. This can lead to injuries or accidents.
- Do not store or allow use where infants and children can reach; do not let them play with the product. Do not use it on pets. This can lead to accidents or injuries.
- Do not use the AC adapter if it is damaged or if the plug is loose in the socket. This can lead to electric shock or fire due to a short circuit.
- This device, model, bundle, wrap, or forcibly apply pressure to the AC adapter or cord. Also, do not place heavy objects on it, mishandle it, or pinch it. This can lead to damage, fire, overheating, burns, or malfunctions.

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I Safety Precautions I

Warning

- Do Not Disassemble** Do not disassemble, repair, or modify. This can cause fire, electric shock, injury, or malfunction.
- Do Not Handle with Wet Hands** When unplugging the AC adapter, hold the plug and do not pull the cord. Also, do not plug or unplug with wet hands. This can cause electric shock or fire due to a short circuit.
- Must Adhere** Individuals falling under the following categories must consult a doctor before use. Even if not falling under these categories, those who feel uncertain about using the device should consult a doctor. This can lead to accidents or health issues.
 - Those currently undergoing medical treatment
 - Individuals experiencing fatigue, chills, blood pressure fluctuations, or weakness
 - Individuals with nerve damage or sensory skin disorders
 - Those with perceptual disturbances due to severe peripheral circulatory disorders, such as diabetes
 - Individuals with loss of temperature sensation
 - Those with allergies, skin diseases, or atopic dermatitis, and those with sensitive skin
 - Individuals with wounds, eczema, or sores at the site of use
 - Those with eye disorders like glaucoma, retinal detachment, conjunctivitis, or ear disorders like otitis media
 - Individuals with skin diseases (various dermatitis, skin infections, skin inflammations, prone to internal bleeding)
 - Those with heart disease, circulatory disorders, capillary dilation, high blood pressure, or other blood pressure and vascular abnormalities (such as stroke, cerebral infarction, heart disease, thrombosis, taking anticoagulants, blood stasis, aneurysm, varicose veins)
 - Individuals with injuries, internal bleeding, or a risk of internal bleeding
 - Those with bone abnormalities, such as fractures, osteoporosis, hemia
 - Individuals with injuries, internal bleeding, or a risk of internal bleeding
 - Those feeling abnormalities in the brain or nerves (such as epilepsy)
 - Individuals with functional disorders or malignant tumors
 - Those with straight neck, severe neck pain
 - Individuals with whiplash, cervical spine injury, spinal stenosis, disc herniation, gout, acute epiphyseal disease
 - Those who have suffered spinal fractures, sprains, or muscle strains
 - Those undergoing treatment for an illness, with a past history of diseases, taking medication, or who have undergone surgery
 - Individuals experiencing numbness in the body
 - Those who require rest or have a disability in their limbs
 - Those fed/tended to abnormal in the body
 - Individuals with tattoos near the site of use

I If You Think There is a Malfunction I

Please check the device again before sending it for repair. If it still does not operate normally, request repair from the store where you purchased it or from our customer support. Do not disassemble, repair, or modify the device yourself.

Symptoms	Checks
No electrical stimulation or weak electrical stimulation	<ul style="list-style-type: none"> ● Ensure the skin is in contact. Adjust the position to make sure the "Heating & EMS Pads" are in close contact with the skin. ● The level setting might be too low. Adjust it by pressing the (+) button on the remote control. ● The skin may be lacking moisture. Wipe and moisten the neck area with a wet towel before use, or use it when the skin is sufficiently moist, such as after a bath. ● The "Heating & EMS Pads" might be dirty. Clean them according to the care instructions on page 13.
Electrical stimulation is strong or painful	<ul style="list-style-type: none"> ● The level setting might be too high. Adjust it by pressing the (-) button on the remote control. ● The skin may be lacking moisture. Wipe and moisten the neck area with a wet towel before use, or use it when the skin is sufficiently moist, such as after a bath. ● The "Heating & EMS Pads" might not be evenly in contact with the skin. Ensure both pads are evenly in contact with the skin. ● The "Heating & EMS Pads" might be damaged. Stop using and contact customer support.
Difference in stimulation between left and right	<ul style="list-style-type: none"> ● Due to the contact position of the "Heating & EMS Pads" and the direction of the neck muscles, the sensation of electrical stimulation and muscle movement may vary between left and right, but this is not abnormal.
Strange noise	<ul style="list-style-type: none"> ● Place the product on a level surface. ● The product may make some operational noise due to its structure, which is not abnormal.
Sudden stop	<ul style="list-style-type: none"> ● The device will stop automatically 15 minutes after operation starts due to the timer.
Cannot operate normally	<ul style="list-style-type: none"> ● Unplug the AC adapter once and then reconnect it properly before trying again.

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I Care and Storage Method I

[Care Instructions]
After use, to maintain the performance of the product, please clean the unit each time. In particular, be aware that if the "Heating & EMS Pads" on the device are dirty, the EMS stimulation may not transmit effectively.

- Always unplug the AC adapter from the device and the outlet before cleaning.
- Do not wash the device or accessories with water.
- Wipe the device and remote control with a dry soft cloth. For the "Heating & EMS Pads," use a cloth moistened with water and well wrung out.
- If concerned about dirt, dip a soft cloth in lukewarm water diluted with mild detergent, wring it out well, then carefully wipe the surface of the device. Additionally, wipe it with a dry cloth.
- Do not use solvents such as alcohol, thinner, or benzene. They can cause malfunction, cracking, or discoloration of parts.

[Storage Method]

- Turn off the power of the device after use and unplug the AC adapter from the outlet for storage.
- Cover the device to prevent dirt and dust accumulation during storage.
- Do not leave near fire, under direct sunlight, in bathrooms, inside a car, or in any other high temperature and humidity place; store in a well-ventilated, clean, and shaded area.
- Avoid storing in places accessible to infants, small children, or pets, and in locations where the product could cause tripping.

Warning

- Discontinue use immediately if pain, discomfort, or symptoms like the following occur during or after use, and consult a doctor if symptoms persist. This can cause accidents or health problems.**
 - Skin irritation, rash, redness, itching, burns, inflammation, dizziness, unsteadiness, palpitations, chest pressure, bodily pain, or other physical or mental abnormalities.
- Remove all metals and accessories from the neck and head before using the product. Also, remove scarves or similar items before use. There is a risk of receiving strong shocks, accidents, or injuries.
- Use the product while lying on your back and avoid using it with your face directly downwards. This can cause injuries or accidents.
- Always check the product for any damage before use and stop using and contact customer support if any abnormalities are found. This can cause fire, electric shock, or injury.
- Use an AC voltage of 100V~240V. When using abroad, always check the plug shape and voltage before use. This can cause fire, electric shock, or malfunction.
- Do not use an AC adapter in a multi-socket extension lead, plug it directly into a wall outlet. This can cause short-circuiting, malfunction, or ignition.
- Discontinue use and consult a doctor or specialist if no effects are observed after prolonged use. This can cause health issues.

Unplug the power plug
If the device or accessories emit an unusual smell, noise, or smoke, or if foreign objects like water enter the interior, stop using immediately and unplug the AC adapter from the outlet. This can cause short-circuiting, malfunction, or ignition. Do not use the product in an abnormal state, such as when it is emitting smoke, strange noises, or smells.

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I Safety Precautions I

Caution

- Prohibited** Do not use the product for anything other than the purposes specified in the instruction manual. This can cause accidents or health problems.
- Do not use the product in conjunction with other electrical devices or beauty equipment. This can lead to accidents, injuries, or health problems.
- Stop using the product when the timer stops and do not leave it under your neck for an extended period. Do not use it as a pillow for sleeping. This could lead to unexpected accidents or neck injuries.
- Use the AC adapter with the provided accessories. Do not use the accessories with other products. This can lead to malfunctions or accidents.
- Do not dry the product or accessories with a hairdryer, fan heater, etc. This can cause parts to deform or malfunction.
- Do not use the product on a hot carpet or inside a futon. This can lead to malfunctions or accidents.
- Must Adhere** Before use, ensure that all operation buttons and the timer (15 minutes) function properly. Malfunctioning can cause accidents or injuries.
 - Live use to 15 minutes per session and no more than two sessions per day.
 - For first-time users or elderly individuals, start with low EMS levels and short durations (start with 5 minutes).
 - Improper use, such as repeatedly using the EMS function in a day or at too long a level, can cause burns, skin problems, or muscle fatigue.
 - Ensure ample space to avoid trapping into furniture or people and use on a stable floor. This can cause accidents or injuries.
- Stop using the device immediately and consult a doctor if you experience pain, feel unwell, or notice any skin abnormalities during use. This can cause accidents or injuries.
- When storing, cover the device to prevent dust accumulation, and regularly clean the device and accessories to remove dirt. Dust and dirt accumulation can cause deterioration or malfunction. Furthermore, long-term use may result in rusting and wear, leading to deterioration of parts.

I How to Use I

- To adjust the EMS level, press the (+/-) button.
 - You can adjust the EMS level when the EMS function is off. To use the EMS function, select either the EMS mode ("S"), ("B"), ("C"), ("E"), or ("F") on the remote control ("C").
 - If the pad becomes detached from the skin, the strength level will revert to level 0 (no stimulation).
- To stop operation partway through, turn off (no display) the respective function button or press the power button (⏻) to turn off the power.
 - The power will automatically turn off after 15 minutes from being turned on.
 - After the turning of the power, stop using immediately and do not lie on your neck for a long time.
- After use, unplug the AC adapter from the outlet.

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I Usage Method I

Function / Symbol	Modes	Mode Descriptions
Traction Function	(A) Relax Mode	Gently repeats the movement of pushing up and pulling the back of the neck diagonally upwards for comfort.
	(B) Shiatsu Mode	Lifts the neck and replicates the sensation of pushing in to relax the neck muscles.
	(C) Firm Traction Mode	Moves the neck firmly while pushing and pulling. (Each sets followed by approximately 7.6 minutes of rest time.)
EMS Function	(A) Tapping Mode (2~43Hz)	Cares for neck tension with various speeds of tapping stimulation.
	(B) Kneading Mode (2~43Hz)	Stimulates with a sensation similar to firmly grasping the muscles.
Heat Function	(A) Pinching Mode (85Hz)	Stimulates with fine pinching-like vibrations.
	(A) Low Heat	Warms at approximately 37~39°C.
	(B) Medium Heat	Warms at approximately 38~41°C.
Auto Program	(A) High Heat	Warms at approximately 40~43°C.
	(1) Traction × EMS × Heat	Operates with the Traction Function (A), EMS Function (A), (B), and Heat Function (A).
	(2) Traction × EMS × Heat	Operates with the Traction Function (B), EMS Function (A), (B), and Heat Function (A).
	(3) Traction × Heat	Operates with the Traction Function (A), (B), and Heat Function (A).

Head pad
Place the head on top.

Movable part
Moves up and down when the traction function is on.

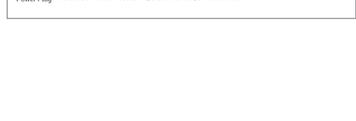
Airbag
Operates when the traction function is on.

Removable type (integrated type)
Cannot be detached from the main unit. Do not pull on the connection cord forcefully.

LED light
Lightens up when the AC adapter is plugged into the outlet.

I Names and Functions of Control Buttons I

The operation is performed with the remote control. For details on each function and program, please refer to the "Function List" (page 11).



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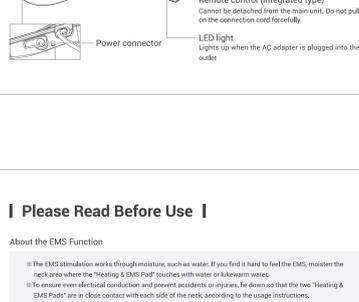
I Package Contents I

If any items are missing from the set, please contact customer support.

Main unit	MEDI NECK	1 unit
Accessories	Special AC adapter Instruction manual	1 piece 1 copy

② The illustrations in the table are for reference only and differ from the actual product. The design and specifications are subject to change without notice. This product is not a medical device.

I Parts Names I



I How to Use I

- Insert the included AC adapter into the power connector on the device side.
 - The LED light on the remote control will light up with the power plug inserted.
- Firmly plug the power plug into the outlet.
 - The LED light on the remote control will light up with the power plug inserted, indicating standby mode.

Operating the Device

- Lie down so that the two "Heating & EMS Pads" are in close contact with each side of the neck, as shown in the diagram.
 - If you find it difficult to feel the EMS, sufficiently moisten the neck area (where the pads touch) with water or lukewarm water. If only using the traction function or heat (heating) function, it is not necessary to moisten the area.
 - To prevent entrapment, if you have long hair, make sure it does not cover the Heating & EMS Pads.

Press the power button (⏻) on the remote control to turn on the power. The LCD screen will light up, and the 15-minute timer will start. If no operation is performed on the remote control after turning on the power, the power will turn off after 15 minutes.

Choose your preferred mode with the remote control. The symbol of the selected mode will light up, and operation will begin. If the traction function, EMS function, and heat function can be used individually or simultaneously, the mode in the sequence of (A) → (B) → (A) → (B) → EMS Off (no display) will be selected.

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I Please Read Before Use I

About the EMS Function

● The EMS stimulation works through moisture, such as water. If you find it hard to feel the EMS, moisten the neck area where the "Heating & EMS Pads" touch with water or lukewarm water.

● To ensure even electrical conduction and prevent accidents or injuries, be aware that the two "Heating & EMS Pads" are in close contact with each side of the neck, according to the usage instructions.

● Avoid contact between the "Heating & EMS Pads" of the device and any metal objects.

● If your skin becomes dry during use, you may find it difficult to feel the EMS stimulation. In that case, turn off the power, moisten the neck area with water or lukewarm water, and then use it again.

● Depending on the contact position of the "Heating & EMS Pads" and the condition of the neck muscles, the sensation of electrical stimulation and muscle movement may vary between the left and right sides, which is not abnormal.

● For safety, remove all metal and accessories from the body before use.

About the EMS Strength Level

For safety, the EMS level is designed with the following specifications. When using the EMS function, ensure that the neck is in close contact with the "Heating & EMS Pads".

- The strength level will revert to level 0 (no stimulation) if the "Heating & EMS Pads" becomes detached from the skin.
- When changing modes while using at EMS level 1 or above, the strength level will revert to level 1.
- If the EMS does not increase above level 1 by adjusting the session so that the pad makes contact with the skin, tucking the cable in may help to achieve better contact.

About the Airbag

The airbag is located on the underside of the unit, allowing effective traction. To ensure proper functioning of the airbag, use it on a hard floor (floor flooring or tatami), not on soft places like beds or sofas.

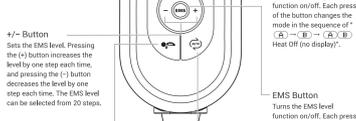
When the Timer Stops...

If the skin remains in contact with the "Heating & EMS Pads" for more than 5 minutes after the timer stops, an alarm will sound for safety. Please stop using the device immediately if the alarm will not sound if the neck detaches from the "Heating & EMS Pads".

CAUTION
Do not use the device for a long time, do not use it as a pillow for sleeping, and do not leave it under your neck for a long time. This may cause damage to the device.

I Names and Functions of Control Buttons I

The operation is performed with the remote control. For details on each function and program, please refer to the "Function List" (page 11).



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