

boodisure

Back Massager with heat

Model: BMRE12



Instruction Manual & Warranty Information



Read Instructions Carefully Before Use

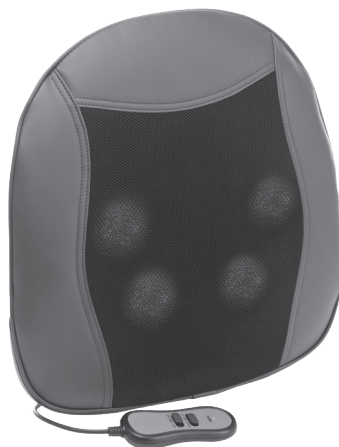


Back Massager with heat
Model: BMRE12

**Thank you for purchasing this
BodiSure Back Massager.**

Please keep this instruction manual in a safe place where it is readily available.

The illustrations in this manual may differ slightly from the product itself



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Important Safety Information




Read this section thoroughly before using the product. Please ensure you observe the safety instructions to avoid accidents, injury and damage.

Intended purpose

- The BodiSure Back Massager is for massaging the upper and lower back only. **DO NOT** use for purposes other than massage. It is **not** a therapeutic device.
- It is designed for private use. It is **not** suitable for commercial use, e.g. in medical practices, hospitals or in the medical field.
- The product must **not** be used outdoors.
- The product may only be used with the supplied power adaptor.
- This product is **not** intended for use by persons (including children) with limited physical, sensory or mental abilities or lacking experience and/or knowledge, unless they are supervised by a person responsible for their safety or have received and understand the instructions/ safety warnings for use of the product from this person in advance.

Safety Warnings

- **DO NOT** use the product with any electronic medical devices e.g. implants such as pacemakers; life support systems; or devices attached to the body such as ECG machines, as the product may cause these devices to malfunction which could result in death or serious injury. 
- Keep children away from packaging material. Ensure that the packaging bag is **not** put over the head as this is a **suffocation hazard** or **choking hazard** if swallowed.
- Keep the product and its components out of reach of children. **DO NOT** let children play with the product.
- **DO NOT** leave the product unsupervised while it is connected to the power supply.
- In the following cases, **DO NOT** use the product unless you have consulted your healthcare professional prior to use:
 - if you have medical implants e.g. hip replacement etc.;
 - if you are pregnant;
 - if you have a chronic or major disease e.g. heart disease, cancer, stroke etc.;
 - if you suffer from skin disorders, circulatory problems (e.g. thrombosis), internal or external injuries, nerve irritation, joint disorders (e.g. arthritis);
 - if you have had recent surgery or have broken skin;
 - if you are unwell;
 - if you feel pain or discomfort during the massage.

Important Safety Information - *continued*

- The product has a heated surface. Persons sensitive to heat must be careful when using the product.
- **DO NOT** use while wearing hard objects such as jewellery.
- **DO NOT** massage the skin directly.
- **DO NOT** use on the throat, head, stomach, chest, elbows, knees, or other bones.
- **DO NOT** use the product immediately after eating, allow 1 hour before using.
- **DO NOT** fall asleep during use.
- **DO NOT use the product for more than 15 minutes at a time.** The product will automatically stop after 15 minutes. Allow the product to cool off completely before using it again. Excessive use is **not** recommended.

Electrical Hazards

- **DO NOT** use the product:
 - if it or the cover is damaged;
 - if it is extremely dirty;
 - if the power plug, power cord or hand held controller are damaged;
 - if a malfunction occurs during operation e.g. overheating;



Contact our service centre if any of the issues above occur.

- Disconnect the power plug from the electrical outlet:
 - if you are not using the product;
 - after each use;
 - before cleaning - note the cover is **not** washable.
Refer maintenance instructions.
 - before putting the product away;
 - if a malfunction occurs during operation e.g. overheating;
 - during a power outage;
 - in a thunder storm.
- Always pull from the power plug, **not** from the cord.
- Only touch the product with dry hands! The product must **not** be exposed to water.
- **DO NOT** immerse in water or other liquids. **Electrical shock hazard!**
- If the product comes into contact with water, disconnect the AC adaptor from the electrical outlet. Before re-operating, get it checked by our service centre.

Important Safety Information - *continued*

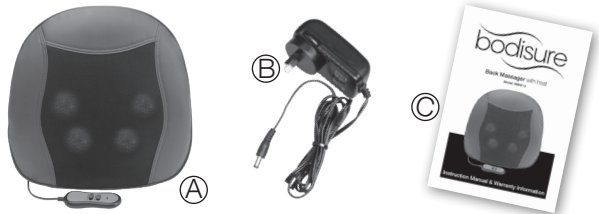
- The product is only to be used with the AC adaptor provided with the unit by the manufacturer.
- Unwind the power cord completely prior to use (**DO NOT** forcibly bend, twist or pull). In doing so, ensure that the power cord is **not** trapped, squeezed, placed under heavy items or damaged by sharp edges or hot items.
- Securely connect the product to a properly installed electrical outlet with voltage corresponding to the technical data.
- When using an adaptor plug or extension cord, these must comply with the valid safety regulations. The specified maximum voltage must **not** be exceeded.
- Ensure the power cord does **not** become a trip hazard.
- Ensure that the socket is well-accessible, so that you can remove the power plug quickly, if necessary.
- **DO NOT** carry or pull the product by the electric cords.
- **DO NOT** drop or forcibly press the product, or place foreign objects between the massage heads, or stop the movement of the massage heads.
- **DO NOT** step, stand or sit on top of the product.
- **DO NOT** place any items on the product, such as magazines, towels, blankets or similar.
- **DO NOT** use with other electrical or medical equipment simultaneously.
- **DO NOT** use or store in the following conditions:
 - Near sources of heat, direct sunlight or high temperature
 - Moist or humid environments
 - Dusty locations
 - Near fire, flammable gas, chemicals or oxygen rich environments
 - Locations easily subject to vibrations or shock or in a pressurized container
 - In high frequency or strong magnetic field areas- e.g. surgical equipment, MRI, CT, microwave ovens
- **DO NOT** use within 30cm of a mobile device or a device that emits electromagnetic fields as this may cause interference with the functioning of the products.
- **DO NOT** carry out any modifications to the product, AC adaptor or its power cord.
- Never attempt to open the product or penetrate it with metal objects.
- Only allow repairs to be carried out by our service centre as per the warranty conditions.

Features

- Shiatsu style massage
- Ultra thin design
- Relaxing massage for upper & lower back
- 4 high quality rotating heads in two directions (clockwise & anti-clockwise)
- Hand-held massage controller
- Heating option
- Easily positioned using adjustable rear strap
- 15-minute auto-off

Product Contents

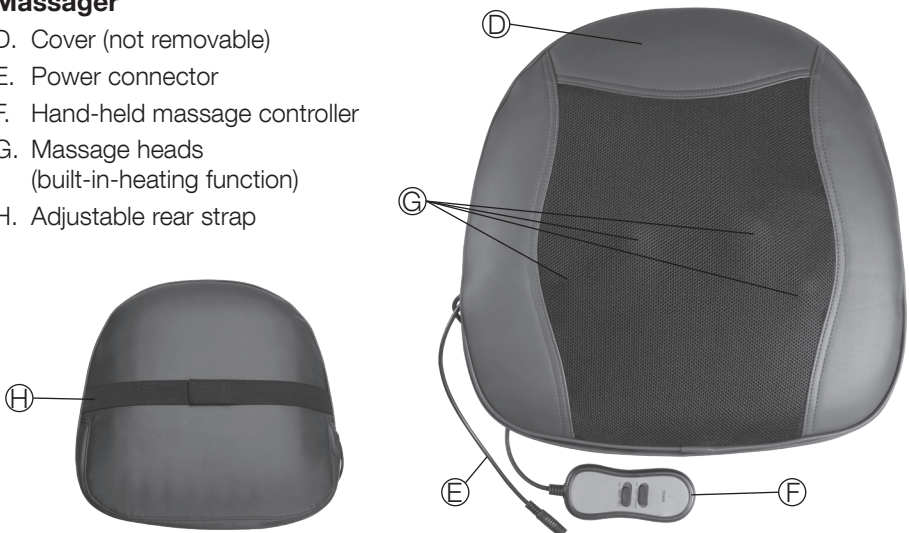
- A. Back Massager
- B. AC Adaptor with 2.5m Power Cord
- C. Instruction Manual & Warranty Information



Massager Components

Massager

- D. Cover (not removable)
- E. Power connector
- F. Hand-held massage controller
- G. Massage heads (built-in-heating function)
- H. Adjustable rear strap



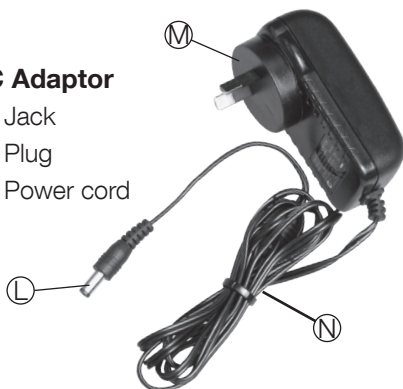
Hand-held massage controller

- I. Power indicator
- J. Massage direction (UP/OFF/DOWN)
- K. Heating option (ON/OFF)



AC Adaptor

- L. Jack
- M. Plug
- N. Power cord



Unpacking the Massager

- Remove the product and accessories from the box and keep the enclosed documents.
- Carefully remove all packaging materials and completely unwind the power cord on the AC adaptor
- Keep children away from packaging material. Ensure that the packaging bag is **not** put over the head as this is a **suffocation hazard** or **choking hazard** if swallowed.



Before Using the Massager

- Check the cover is **not** torn. If torn **DO NOT** use.
- Before using the product for the first time, check whether the voltage specification on the rating plate corresponds to that of your household.
- Check the switch is operating correctly.
- Make sure the cover is attached during use.

If any abnormalities are detected please contact our service centre:

In Australia - 1800 807 464

In New Zealand - 0800 523 583

Using the Massager

1. Place the massager on a suitable chair and fasten to the backrest with the adjustable rear strap.
2. Ensure massager is switched to OFF modes.
3. Insert the AC adaptor jack into the power connector.
4. Plug the AC adaptor into an electrical outlet.
5. Sit on the chair with the massager behind your back.
6. Switch the controller to either the UP or DOWN message directional mode to begin massage.
7. If desired, switch ON the heat mode to turn on the heat function
 - a. **WARNING:** Through the heating function, the surface of the cushion becomes hot in the area of the rotating massage heads. People who are sensitive to heat should use caution with this function.
8. **DO NOT use the product for more than 15 minutes at a time.** The massager will automatically stop after 15 minutes. Allow the massager to cool off completely before using it again. Excessive use is **not** recommended.
9. **Once finished, switch the massager to OFF modes for both massage and heat functions. Unplug the AC adaptor from the electrical outlet and then the power connector (DO NOT pull the power cord).**
10. Once the massager has cooled down, store in a safe cool dry place.

Maintenance

Cleaning the Cover

- **DO NOT** remove the cover from the massager. The massager and cover are **not** washable.
- Ensure the massager is switched off and is **not** connected to any power supply.
- **DO NOT** immerse in water or other liquids. **Electrical shock hazard!**
- If required, spot clean the cover with a soft dry cloth.
- If this does not remove the dirt, use a damp soft cloth that has been immersed in neutral detergent diluted with warm water before wiping. **DO NOT** use harsh chemicals or metal items as this may cause damage to the cover.
- Ensure massager is dry before using.

Storage

- Wipe away any dirt and dust from the massager and AC adaptor with a soft dry cloth.
- Wind up power cords so that tripping hazard is avoided.
- Store in a safe cool dry place away from children as per Safety Warnings.

Troubleshooting

Problem	Possible Cause	Solution
Does not operate.	AC adaptor is unplugged.	Plug AC adaptor into electrical outlet.
	Connection between AC adaptor jack and power connector is loose.	Check connection and ensure firm connection.
	Switch has not been moved to ON position.	Move switch to ON position.
Massager stops suddenly.	The massager has stopped due to auto-off timer after 15 minutes.	This is a normal function. Allow the massager to cool off completely before using it again.
	The massager has overheated and safety temperature function has been activated.	When temperature exceeds the safe temperature, the massager heads will automatically stop working. Please unplug the unit from the electrical outlet and let it cool down. If it still does not work after this contact the service centre.
Strength is too strong.	The massager is at the wrong angle or it is too close.	Adjust the massager to a comfortable position or sit further away from massager.
The massager is making noise.	The massager emits a certain amount of noise when working.	This is normal. If it is a very loud/ abnormal noise, stop using and contact the service centre.
The massage heads do not heat up.	Heat function has not been switched ON.	Move heat switch to ON position.
The massager heads are too hot or there is a strange smell.	The massager has overheated.	Turn OFF immediately and allow to cool down. If still too hot or strange smell contact the service centre.

If the problem is not solved by the troubleshooting guide or you have any queries, please contact our service centre:

In Australia - 1800 807 464

In New Zealand - 0800 523 583

DO NOT attempt to open or repair the product yourself.

Warranty

PRODUCT WARRANTY

Please register your warranty information at:

AUS – www.jadavey.com.au

NZ – www.jadavey.co.nz

This BodiSure device is warranted to be free of manufacturing defects for 1 year from the date of purchase*. This warranty is void if the product is modified or altered is subject to misuse or abuse, damaged in transit or lack of responsible care, is dropped, if damage occurs by reason of failure to follow the written instruction booklet enclosed, or if product repairs are carried out without authority from J.A.Davey Pty Ltd.

We will repair, or at our option replace free of charge, any parts necessary to correct material or workmanship, or replace the entire unit and return to you during the period of the warranty. Otherwise, we will quote for any repair which will be carried out on acceptance of our quotation. The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product, which the consumer has under the trade practices act and other state or territory laws in Australia and New Zealand.

Our goods come with guarantees that cannot be excluded under Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

** Please note the AC adaptor and cover are warranted to be free from defects in materials and workmanship appearing within one year from the date of purchase when the device is used in accordance with the instructions provided with the device and are not warranted for wear and tear.*

BEFORE YOU SEND IN YOUR UNIT FOR SERVICE

Before sending in your unit for service, please take a few minutes to do the following:

- In your instruction manual, read the troubleshooting section and the section describing common errors, their cause and remedies. Product instruction manuals can be downloaded online.
- Contact BodiSure customer service. Our staff are trained to assist you with most issues you may have experienced, without the need to send your product in for service.

PLEASE CALL OUR TOLL FREE NUMBER:

IN AUSTRALIA: Free call: 1800 807 464

IN NEW ZEALAND: Free call: 0800 523 583

SENDING IN YOUR UNIT FOR SERVICE

1. Should repair be needed within the warranty period, enclose the tear off section of this warranty card and your proof of purchase receipt. Please ensure all relevant details are completed and before sending your unit in for service. Please ensure your contact details are still current and include a brief description of the problem you are experiencing together with your purchase receipt.
2. Include the unit with all product components in your package. This is extremely important, so our repair technicians can make the correct diagnosis with any problems.
3. Please return the unit, warranty card or repair form at your cost to:

IN AUSTRALIA

J.A.Davey Pty Ltd - BodiSure Repairs
PO Box 84
Port Melbourne
Victoria, Australia 3207

IN NEW ZEALAND

BV Medical - BodiSure Repairs
Unit 7, 110 Mays Road
Onehunga
Auckland, New Zealand 1061

Technical Data

Product Name	BodiSure Back Massager
Model Number	BMRE12
Rating	Input: 100-240VAC, 50/60Hz 0.8A Output: 12.0V, 2.0A Power consumption: 24W
RPM	28 RPM
Operating Conditions	↓ Temperature: -10 °C to 45 °C ⊗ Humidity: 10% to 90% RH (non-condensing)
Storage/Transport Conditions	↓ Temperature: -25 °C to 65 °C ⊗ Humidity: 10% to 90% RH (non-condensing)
Dimensions	37 x 36 x 8.5cm (out of packaging)
Weight	1.51kgs (without AC adaptor)
Outer Cover Materials	PU Leather & Polyester
Max. Heater Temperature	48.7°C after 15 minutes (Ambient temperature: 25°C)
Contents	Back Massager with Controller, AC Adaptor with 2.5m Power Cord & Instruction Manual



**PLEASE RETAIN THIS WARRANTY CARD.
RETURN THIS PORTION ONLY WHEN YOU RETURN YOUR PRODUCT FOR REPAIR
UNDER WARRANTY.**

NAME: _____

ADDRESS: _____

POSTCODE: _____ DAYTIME TELEPHONE: _____

EMAIL: _____

MODEL: _____ DATE OF PURCHASE: _____ / _____ / _____

PLEASE ATTACH PROOF OF PURCHASE

RETAILER'S NAME: _____

RETAILER'S ADDRESS: _____

POSTCODE: _____

BRIEF DESCRIPTION OF PROBLEM YOU ARE EXPERIENCING: _____

WARRANTY IS VOID UNLESS THE ABOVE INFORMATION IS COMPLETED AND CORRECT.





Should you require any further information please do not hesitate to contact us.

IN AUSTRALIA:

J.A.DAVEY PTY LTD
Telephone: 1800 807 464
Website: www.jadavey.com.au

IN NEW ZEALAND:

J.A.DAVEY LTD
C/- Healthcare Logistics
Telephone: 0800 523 583
Website: www.jadavey.co.nz

Disposal

At the end of its life, please treat this product as electronic waste and dispose of responsibly according to current local regulations.

