ACUPEO®

ACUPEO® Ergonomic TENS

Ergonomic neck & body massager

USER MANUAL



6	16	7–22 h	2 × AAA
massage modes	intensity levels	battery life	lithium 1.5 V

Read this manual before first use and keep it for future reference. This device delivers a low-level electrical current (TENS — Transcutaneous Electrical Nerve Stimulation) intended for pain relief. It does not replace medical advice.

> **2 × AAA LITHIUM batteries required — not included.** New batteries only, 1.5 V minimum.

01 What’s in the box

- **1 ergonomic neck & body massager** (collar) with built-in control unit.
- **2 TENS electrode pads** for the upper back and other areas of the body.
- **1 connection cable** for the electrode pads.
- **1 printed leaflet** and the link to this full manual.

> Batteries are not supplied. The device needs 2 × AAA batteries (see section 03).

02 Specifications

Specification	Value
Power	2 × AAA, 1.5 V — lithium recommended
Battery life	7 h to 22 h depending on intensity — approx. 20 to 60 sessions of 20 minutes
Massage modes	6 (see section 06)
Intensity levels	16 adjustable levels
Outputs	Neck collar **or** 2 TENS pads — alternating, never both at once
Recommended session	5 to 20 min, 1 session a day, avoid going beyond 3
Controls	ON/OFF safety trigger, red ON button, MODE button, − and + buttons

03 Batteries — important

For the device to work, the batteries must be **brand new** and deliver at least **1.5 V**. Under-powered batteries are the number one cause of a device that appears not to work.

- Respect the **+ / − polarity** marked inside the compartment.
- Replace **both batteries at the same time**; never mix old and new.
- Remove the batteries if the device will not be used for several weeks.

✓ **Lithium AAA — 1.5 V**
Recommended — optimal autonomy

⚠ **Alkaline AAA — 1.5 V**
May work, depending on the quality of the battery — not reliable

✗ **Saline / zinc-carbon — 1.5 V**
Not powerful enough

✗ **Rechargeable NiMH — 1.2 V**
Voltage too low

04 Starting the collar

01 Insert the batteries

Open the compartment on the underside of the control unit and insert 2 new AAA batteries, respecting the + / − polarity.

02 Unplug the cable

The collar only works when the electrode cable is unplugged. If it is plugged in, the collar is switched off (see section 05).

03 Set the safety trigger to ON

Slide the black ON/OFF safety trigger on the top edge of the device to the **ON** position.

04 Press the red ON button

On the side of the device, press the red **ON** button to start the unit.

05 Select a mode

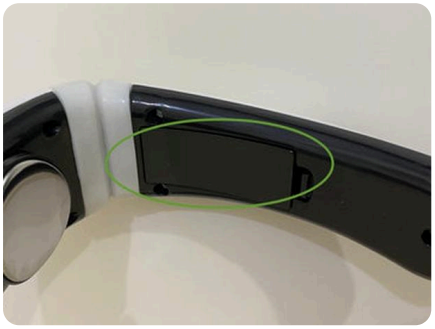
Mode 1 is selected by default. Press the **MODE** button repeatedly to cycle through the 6 modes.

06 Adjust the intensity

Use the **−** and **+** buttons to move through the 16 levels. Always start low and increase gradually.

07 Start your session

Place the collar around your neck, sit comfortably and relax for 5 to 20 minutes.



STEP 01
Battery compartment



STEP 03
ON / OFF safety trigger (top edge)



STEP 04
Red ON button and MODE button

05 Collar or pads — never both

The device works in **alternating mode**. The neck collar and the TENS pads share the same output and cannot run at the same time. This is by design, not a fault.

- **Cable unplugged** → the **collar** is active.
- **Cable plugged in** → the **pads** are active and the collar is switched off.
- Always switch the device off before plugging or unplugging the cable.

06 The 6 massage modes

Press the **MODE** button to move from one mode to the next. The indicator lights marked **1 2 3** on the collar tell you which mode is running. The sensations differ a great deal from one mode to another and are difficult to describe — try them all and keep the one that suits you best. **Mode 1 suits the majority of users.**

Mode	Name	Indicator lights
1	Automatic	1
2	Acupuncture	2
3	Push	3
4	Pressure	1 + 3
5	Kneading	2 + 3
6	Tapping	1 + 2 + 3

07 Intensity

The device offers **16 intensity levels**, adjusted with the **−** and **+** buttons. The right level is personal and varies from one user to another.

- Start at level 1 and increase one step at a time.
- Too strong is not better: the sensation should never be unpleasant.
- Too weak is pointless: you should clearly feel the stimulation.
- Lower the intensity before changing mode — modes do not feel alike.

08 Sessions & practical advice

- **1 session a day**, lasting **5 to 20 minutes**.
- **Avoid going beyond 3 sessions a day**, and listen to how you feel.
- **Sensitive skin:** dampen the back of your neck with a tissue or a damp cloth before the session, and moisturise afterwards.
- **To make the pads last longer:** rinse them with water after each session, then put their plastic protective film back on. Replace them when they no longer stick.
- Wipe the device with a dry or barely damp cloth. Never immerse it in water.

09 Where to place the pads

Plug the cable into the device, peel off the protective film and press the pads firmly onto clean, dry skin. The upper back is recommended for neck tension; the lower back also works well.

Place the two pads on either side of the spine — never directly on it — and keep a few centimetres between them.

✓ Recommended areas

- Upper back and shoulders
- Neck and trapezius
- Lower back, lumbar area
- Arms and forearms
- Thighs, calves, knees

✗ Never place the pads here

- The chest, over the heart
- The throat and the front of the neck
- The head, the brain, the eyes
- Intimate areas and genitals
- Broken, irritated or numb skin
- Over a metal or implanted device

10 Troubleshooting

Symptom	What to check
Nothing happens when I switch on	Batteries too weak, wrong type or not new — fit 2 new lithium AAA. Check the + / − polarity. Make sure the black safety trigger on the top edge is set to ON, then press the red ON button.
I feel nothing from the collar	The cable is probably still plugged in, which switches the collar off — unplug it. Otherwise raise the intensity and dampen the back of your neck.
I feel nothing from the pads	Push the cable fully into the socket, remove the protective film from the pads, and press them firmly onto clean skin. Worn pads lose their conductivity — replace them.
Weak or intermittent stimulation	Batteries running low, or pads losing their adhesion. Replace both batteries at the same time.
Collar and pads together	Not possible: the device runs in alternating mode by design (see section 05).

11 Support & spare pads

- **Problem getting the device to work?** Contact us through our official website, or click the contact link at the top of any of our emails.
- **Need more pads?** Compatible ACUPEO® pads can be ordered from the menu of our official website, or via the order link at the top of any of our emails.
- **Email:** contact@acupeo.com — **Website:** acupeo.com

12 Safety & contraindications

> **⚠ NEVER USE THE DEVICE ON THESE AREAS**
>
> The heart area, the eyes, the genitals, the head and brain, the throat and the front of the neck. Never use the device in the shower or in the bath, or on broken, irritated or numb skin.

Ask your doctor before use if:

- **You wear a pacemaker.** Current pacemaker technology is generally designed to withstand interference from this type of massager, but for legal reasons we must advise against use. Ask your cardiologist and check your specific model.
- You have **any other cardiac device or heart condition**.
- You are **pregnant**.
- You have **epilepsy** or any other particular medical condition.
- You have a metal implant, or are being treated for a skin condition or a cancer.

General precautions

- Never use while driving, operating machinery or sleeping.
- Keep the device and the pads out of reach of children.
- Stop the session immediately if you feel pain, dizziness or skin irritation.

13 Disposal of the device and batteries



Do not dispose of with household waste



Conforms to the applicable EU directives



Recyclable materials and packaging

Disposal of the device

The crossed-out bin symbol means this product must not be thrown away with household waste at the end of its life. Take it to a collection point for waste electrical and electronic equipment (WEEE), or return it to your retailer. Correct disposal helps prevent harm to the environment and to health.

Disposal of the batteries

Used batteries must not be thrown away with household waste either. Drop them into one of the free collection boxes available in shops. Always remove the batteries from the device before disposing of it.