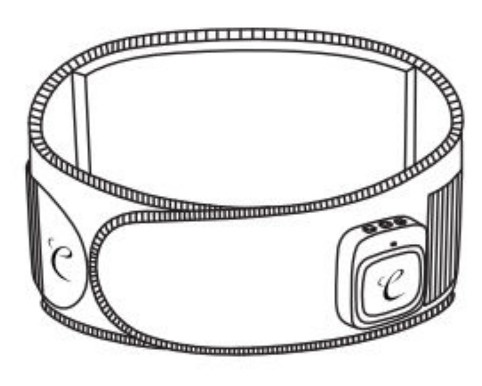
Comfytemp



Before using the device, please read the user manual carefully.

Model: K9234

V1.0

EN

1.Intended Use

The device is not a substitute for medical consultation and treatment. Consult your doctor first if you are experiencing any pain or are suffering from an illness. The device is used for temporary relief of pain associated with sore and aching muscles in the waist or back,due to strain from exercise or normal household and work activities.

2.Product Specificaitons

Attribute	Specification
Product Size	120x27cm / 47x10 inches
Operating Power	Maximum 38W
Input Voltage	12V 2A
Battery	Rechargeable lithium-ion battery, 7.2V DC, 5000mAh, 36.0Wh
BLE Version	BLE 5.3
BLE Name	Comfytemp K9234
Charging Time	Approximately 3 hours (using 12V 2A adapter)
Endurance Time	Ranges from 150 to 480 minutes depending on usage

3.Product Function

A. Two Ways to Control: Use the BLE App for convenient control or opt for onboard button control.

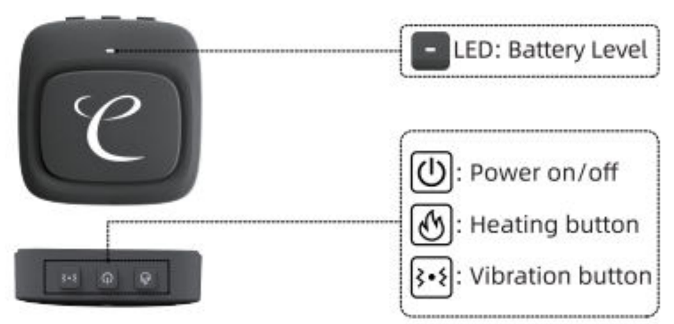
B. Heating Function:
(1) Onboard Button Control: Choose from 3 levels.
(2) BLE APP Control: Choose from 10 levels.

C.Vibration Function:
(1) Onboard Button Control: Choose from 3 modes.
(2) BLE APP Control: Choose from 5 vibration modes with optional intensity levels in 3 levels.

D. Timer Function:
(1) Onboard Button Control: Default 30 minutes.
(2) BLE APP Control: Choose a duration from 10 to 60 minutes.

E. Battery Reminder: Get notified when battery is low.

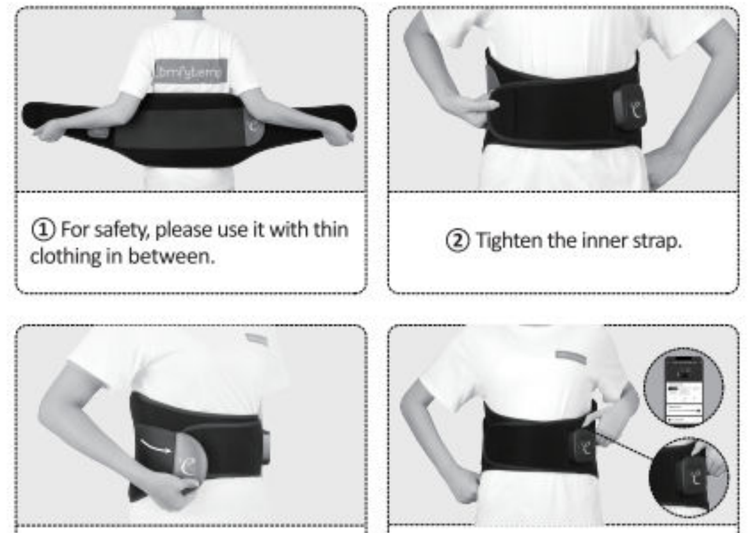
4.Device Description



5. Use

5.1 Wearing

When you receive the product, please charge it before use using a 12V 2A adapter for 3 hours.This ensures it is ready for proper functioning.



① For safety, please use it with thin clothing in between.
② Tighten the inner strap.
③ Tighten the outer strap.
④ Power on.It can be controlled with the button or the app.

⚠ To prevent potential skin burns due to individual sensitivity differences. ***Please use over thin clothing, start at the lowest temperature setting for 20 minutes, and check skin condition after use.***

5.2 Onboard Button Control

: turns white

(1) Step 1: Briefly press ⏻ to power on, indicated by a white light.

: low (green), medium (yellow), or high (red)

(2) Step 2: Briefly press the heating button to select the heating level.

: mode 1 (green), mode 2 (yellow), or mode 3 (red)

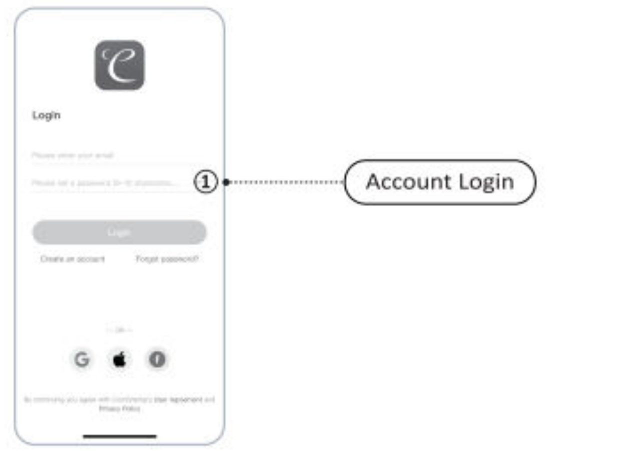
(3) Step 3: Briefly press the vibration button to choose the vibration mode.

5.3 BLE APP Control

(1) Scan the QR code to download the App or APK file . Or, search for "Comfytemp" in the app store to download it.

ios android

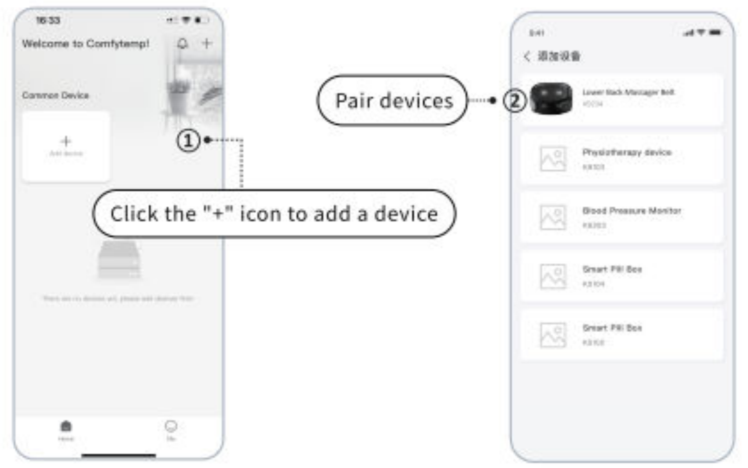
(2) Create an account.



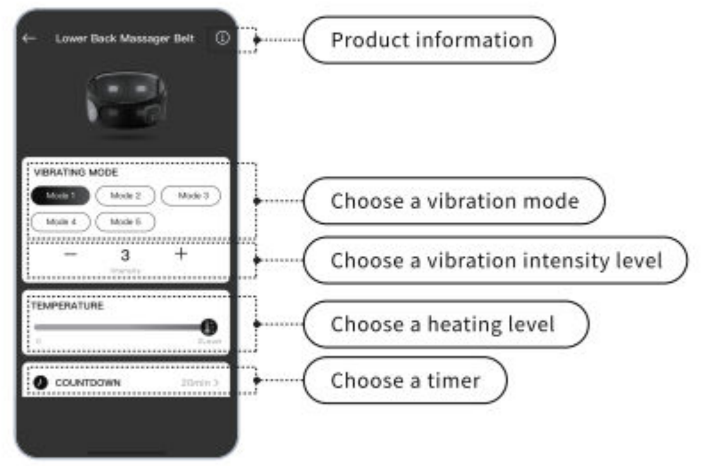
(3) Briefly press to turn on the device, the LED turns white, and the BLE is ready to be connected.



(4) Look for the device's BLE connection.



(5) Begin using the products and associated apps.



6. Interaction（LED、Button）

6.1 Button

Button	Operation	Function
Heating Button	Briefly press	Choose from 3 levels (low / mid / high)
Power Button	Briefly press	Power on / off
Vibration Button	Briefly press	Choose from 3 vibration mode

6.2 LED

LED	Appearance	Meaning
Power	White stay	BLE disconnected
	Blue stay	BLE connected
Heating	Green stay	Low-level heating
	Yellow stay	Medium-level heating
	Red stay	High-level heating
	Blue stay	Under APP control
Vibration	Green stay	Vibration mode 1
	Yellow stay	Vibration mode 2
	Red stay	Vibration mode 3
	Blue stay	Under APP control
Battery	Red flashing	Low battery
	Green flashing	Charging
	Green stay	Fully charged
Power, Heating, Vibration	Red flashing	Device malfunction. Please refer to Section 10 for more details.

7. Cleaning Instructions

(1) Always keep the item away from water or other liquids,as this may cause damage.To clean the item,use a dry,lint-free cloth.Supported to use wet towel to wipe the heating pad surface.Not supported to wash the item.

(2) Do not dry-clean this heating pad.

(3) Do not use any chemical or abrasive cleaning agents. Cleaning solvents may have a deteriorating effect on the insulation of the heating element.

8. Storage

When not in use, store as follows:

- Allow the appliance to cool before folding when storing.
- Avoid creasing the appliance by placing items on top of it during storage.
- Regularly inspect the appliance for signs of wear or damage. If such signs are present, or if the appliance has been misused or is not functioning properly, return it to the supplier before attempting to use it again.
- Do not fold the part with the heating sheet in half when storing, as it may damage the internal parts. Store in the original packaging, in a cool, dark, dry place.

9.DANGER

IMPORTANT SAFETY INSTRUCTIONS DO NOT DESTROY

⚠ **WARNING – TO REDUCE RISKS OF BURNS, ELECTRIC SHOCK AND FIRE, THIS PRODUCT MUST BE USED IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS:**

1.Read all instructions.
2.Do not use while sleeping.
3.Do not use on an infant or on an animal.
4.This pad is not to be used by or on an invalid, sleeping or unconscious person, or a person with poor blood circulation unless carefully attended.
5.This appliance must not be used by persons insensitive to heat and other very vulnerable persons who are unable to react to overheating.
6.This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
7.Cleaning and user maintenance shall not be made by children without supervision. Children under the age of three are not to use this appliance due to their inability to react to overheating.
9.Do not use pins or other metallic means to fasten this pad in place.
10.Do not sit on, or crush pad - avoid sharp folds.
11.Unplug when not in use. Never leave appliance unattended especially if children are present.

12.Carefully examine pad, cover and controller before each use. Discard the pad if any sign of deterioration, wear of damage. Do not tamper with this pad in any way. There are no user serviceable parts. If pad does not function satisfactorily, see warranty for customer contact information.
13.Use this pad only at rated voltage, as marked on the product. Do not use with generators, power converters, or inverters.
14.Do not use this pad with liniment, salve or ointment preparations. Skin burns could result.
15.This appliance is not intended for medical use in hospitals.
16.Do not use if wet (not required for moisture-proof or class iii appliances).
17.Save these instructions.

10. Trouble Shooting

Problem01: The device does not switch when the ON/OFF button is pressed.
How to proceed:
The device runs out of battery. Please charge with a 12V 2A adapter for 3 hours before using again. When the LED stays green, it means it is fully charged.

Problem02: The device shut down after working for a while.
How to proceed:
(1) The current voltage of the battery is too low.Please make sure to charge with a 12V2A adapter for 3 hours until fully charged before use.
(2) When BLE is not connected, default timer is 30 minutes. If longer timer settings are needed, please use the app.

Problem03: The device is not hot enough.
How to proceed:
(1) It's recommended to use it continuously for more than 10-20 mins before judging if the temperature meets the needs.
(2) Low battery levels affect temperature performance. If low battery is detected, please recharge promptly.
(3) In order to prevent low temperature burns, we have limited the highest temperature.

Problem04: Skin in the treatment area turns red.
How to proceed:
If the redness disappears quickly, there is no risk – this is caused by the locally stimulated, increased blood flow. Here is some suggestion:
- Moderate heat: Choose an appropriate heat level to avoid skin irritation.
- Use protection: Place a thin cloth between skin and heat pad for added comfort.
- Time and frequency: Limit use to 20-30 minutes per session, with breaks for skin recovery.
- Avoid during inflammation: Don't use on inflamed skin to prevent worsening symptoms.

Problem05: Can't connect to BLE.
How to proceed:
(1) First, make sure your phone's BLE is turned on.
(2) Follow the instructions on Section 5.3 of User Manual for BLE connection.
(3) Try deleting the BLE device and set it up again.

(4) For safety, you can't use the device while charging the product.
(5) To find the problem, check if your phone can connect to other BLE devices at home or try a different phone to connect to this one.

Problem06: The phone can detect BLE, but cannot connect to it.
How to proceed:
For Android systems, please go to Settings - Apps & permissions - App info - Top right corner (three dots) - Show system apps - BLE - Storage - Clear data, then attempt to reconnect.

Problem07: OTA Failed.
How to proceed:
(1) Please check the network status.
(2) If the update is successful, the device will restart on its own.
If the update fails, the device will tell the customer to restart it manually, and it will go back to the previous version.Please try again.

Problem08: As the frequency of usage increases, the product's battery life will decrease.
How to proceed:
As electronic devices are used more, their batteries wear out, leading to shorter battery life. This is normal, and users can extend battery life through regular maintenance and proper use.

Warranty

24Hrs Quick Customer Support

30 Days Free Return

365Days Warranty

If you have questions or concerns, don't hesitate to contract us directly at:

US Customer Services Hotline

1(833)990-0618

Monday to Friday, 9 AM to 5 PM EST

Email: help@comfytemp.com

www.comfytemp.com

Product Name: Lower Back Massager Belt
Model: K9234

EU REP
Company: E-CrossStu GmbH
Address: Mainzer Landstr.69, 60329 Frankfurt am Main,Hessen
E-mail: e-crossstu@outlook.com , E-CrossStu@web.de
Telephone: +49 69332967674

UK REP
Company: YH Consulting Limited
Address: C/O YH Consulting Limited Office 147,Centurion House, London Road,Staines-upon-Thames, Surrey,TW18 4AX,London
E-mail: H2YHUK@gmail.com
Telephone: +44 07514-677868

Manufacturer: Shenzhen Yicai Health Technology Co. , Ltd
Address: 11th floor, Zhenqian Building, Yousong Community, Longhua Street, Longhua District, Shenzhen,Guangdong, China, 518110.

Email: help@comfytemp.com

CE RoHS UK CA FC

MADE IN CHINA

FCC Warnning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection againstharmful interference in a residential installation. This equipment generates, uses and can radiateradio frequency energy and, if not installed and used in accordance with the instructions, maycause harmful interference to radio communications. However, there is no guarantee thatinterference will not occur in a particular installation. If this equipment does cause harmfulinterference to radio or television reception, which can be determined by turning the equipmentoff and on, the user is encouraged to try to correct the interference by one or more of thefollowing measures:
Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.
Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1)This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.