

MYTREX Customer Support

Business hours 9:30—17:30
(Standard time, excluding holidays)

Telephone inquiry

092-260-7366

Web inquiry

https://mytrex.jp/support/

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https://mytrex.jp

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MYTREX

DR. HEAT NECK

Low-frequency neck heat therapeutic device

User's manual

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

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

Home use

Confirmation before use

If there is a shortage of product accessories, please contact our customer service.

Package Contents

● Main body (Mytrex DR. Heat neck).....1 unit

● USB cable for charging.....1 piece

● AC adapter.....1 unit

● User's manual.....1 copy

● Attached document.....1 copy

※ Design and specifications are subject to change without prior notice.

※ This product is a household low-frequency therapeutic device.

※ This warranty promises free replacement or other remedies under the specified period and conditions, and does not limit your legal rights as a customer.

Warranty Certificate

Model

● MT-DRHN21W(White)
● MT-DRHN21B(Black)

Customer Name, Address, Phone Number:

Address and Telephone Number:

1-year warranty period, Date of purchase: Year/Month/Day

Manufacturer's warranty

This warranty guarantees free replacement or repair in case of malfunction during the warranty period when used according to the instruction manual. If a malfunction occurs during the warranty period from the date of purchase, please contact our customer support with this product, warranty certificate and proof of purchase (receipt, delivery notes, etc.) that can confirm your purchase date. After the expiration of the warranty period, we will provide paid services upon request if possible.

The warranty period is one year from the date of purchase.

1. Even during the warranty period, this warranty certificate does not apply to accidents caused by the following reasons or similar reasons:
• Failure or damage due to improper storage or failure to use according to the instruction manual
• Malicious handling (misoperation, dropping, etc.), modification, repair-related failures or damages
• Failure or damages caused by natural disasters such as fire and lightning strikes, pollution, salt damage, gas damage, abnormal voltage and other external factors
• Replacement of consumables/accessories such as batteries due to deterioration and wear
• Failure or damages when used outside of general households
• Failure or damages when purchased from non-official/authorized dealerships.
2. 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 replaced.
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.

Safety Precautions

Please read the "Safety Precautions" before using it correctly. In case of any abnormalities or malfunctions, please turn off the power supply and stop using it, and then contact the store you purchased or our customer service. Our company will not be responsible for any direct or indirect damages or problems related to this product caused by not following the methods specified in the manual.

Warning

● 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

Warning

● The following people cannot use.
• Individuals with heart disease and blood clots.
• Children and lactating infants.
• Individuals who are unable to express themselves and operate independently.
• Individuals who are allergic to precious metals.
• Individuals with a fever (above 38 degrees Celsius).
• Individuals who have undergone neck and cervical implant together with due to fractures and cosmetic surgery and etc.
• Individuals who have undergone neck and cervical surgery and have suffered neck injuries.
• Pregnant and postpartum individuals.
● 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 atropine induced skin inflammation, skin sensitive individuals.
• Individuals with skin damage, eczema, and swelling.
• Individuals with blood circulation disorders, teleangiectasia, and abnormal blood pressure.

2

Cut off the main line of the battery one by one and remove the battery.

Notice

Be sure to cut each piece one by one, as cutting them together may cause electric shock.

Battery

3

Wrap the front of the main line with transparent tape for insulation.

※ Do not forcibly separate the battery from the main body case, keep it in its original status, and send it to the battery recycling store for help.

Follow the steps below to disassemble

※ Please never disassemble except for discarded products.

1

Use a screwdriver or other tool to pry the cover inside the right side of the main body (button side) open and remove the battery.

Battery

• Individuals taking drugs.
• Individuals with malignant ulcers.
• Individuals with sensory abnormalities in the brain and nerves (epilepsy 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 bone fractures, 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.
● 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.

Warning

● Please keep it out of the reach of babies and children for safe storage. Do not allow children and lactating infants to play. Not use for pets.
The reason is that it may cause accidents and injuries.
● When unplugging the AC adapter and USB cable, hold the front end of the cable and do not pull it, and do not plug or unplug the cable with wet hands.
The reason is that it may cause a fire due to electric shock.
● Do not use or store in the bathroom or high humidity areas. Do not store in an environment prone to getting wet.
The reason is that it may cause a fire due to electric shock.
● Do not disassemble, repair, or modify on your own.
The reason is that it may cause poor operation, accidents and injuries.
● Do not use it together with other therapeutic instruments, ointment (including spray) and etc.
The reason is that it may cause accidents, injuries and physical discomfort.
● Do not wash or flush the main body and accessories with water.
The reason is that it may cause a fire due to electric shock.
● Do not use and store in hot places (next to a fire, inside a car or in hot weather.)
The reason is that it may cause burns, malfunctions, fire and overheat.

When discarding products

Please follow different local rules when discarding this product.

Request on discard

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.

Notice

● The following diagram is for discarding, not repair. Never disassemble this product unless it is discarded.
● Be sure to remove the adapter from the main body before disassembling it.
● When the battery still has power, please repeatedly turn on the power to drain the battery.
● Please be careful not to be damaged by the edges and corners of the parts when disassembling the main body.

After use (maintenance and preservation methods)

Maintenance methods

● The main machine and accessories must not be cleaned with water.
● After each use, please use a cloth soaked in water, wring the water dry, and then wipe the "low-frequency heating pad". If dirt is found, soak it in warm water with neutral detergent, use a soft cloth that has been wrung dry, and carefully wipe the dirty part of the main body to remove any stains.
● Do not use solvents such as alcohol, diluents, gasoline and etc. The reason is that it can cause malfunction, component damage, and discoloration.

Preservation methods

● 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.
● Do not use for a long time. Please charge 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.

● Do not use the AC adapter and USB cable if they are damaged or if the plug is loose.
Do not damage and across the AC adapter and USB cable, and do not use excessive force when bundling the cables. Also, avoid hanging heavy objects and pinching wires.
The reason is that it may cause a fire due to electric shock.
● Do not store it in an unsafe place. Also, do not drop or impact the main body and accessories.
The reason is that it may cause damage and malfunction.
● The main body and accessories have abnormal odor and heat, please stop using.
The reason is that it may cause damage and fire.
● 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 parts 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.

Notice

● 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 each operation button and timer (15 minutes) can operate normally before use.
The reason is that it may cause poor operation, accidents and injuries.
● Do not use continuously for more than 15 minutes with 2 times a day before getting used to it. Please choose a level with low heating and weak frequency (EMS intensity) and use it for a short period of time, and then gradually adjust upwards after adaptation.
The reason is that it may cause skin burns and damage. Low frequency (EMS) function, excessive repeated use within a day, may lead to muscle fatigue.
● 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.
● 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.

6

After use, confirm that the power is turned off before removing it from the body.

※ When stop during use, please press the power/heat switching button for about 2 seconds to turning off the power supply.

7

Implement maintenance.

※ To maintain the performance of this product, please perform maintenance after each use. For details, please refer to "After use (maintenance and preservation methods)".
※ Please notice that if the "low-frequency heating pad" of the main body becomes dirty, it may cause difficulty in turning low-frequency (EMS) stimulation.

5

Use the left button to set EMS mode.

※ There are 6 modes to choose from.
※ When stopping low-frequency stimulation (EMS) stimulation, select the (+) button to stop stimulation (guidance mode: EMS off, electronic sound mode: beep beep).
※ Using low frequency (EMS) intensity level 1 or above, the stimulation level will be reset to level 1 while switching modes. To increase the low frequency (EMS) intensity level, please follow step 4 to set it.

Button

○/⊖

+

● Do not wire the USB cable around the main machine during storage.
The reason is that it may cause a fire due to electric shock and broken wires under heavy load.
● Please use the attached AC adapter and USB cable. Do not use other products.
The reason is that it may cause malfunctions and accidents.
● Do not use a hair dryer or fan heater to dry the main body and the accessories.
The reason is that it may cause product deformation and malfunction.
● If you feel pain, 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.

Product Specifications

Brand	MYTREX
Product name	DR. Heat Neck
Model	MT-DRHN21W(White), MT-DRHN21B(Black)
Main body specifications	During operation: DC3.7V, 3.5W When charging: 105V, 4W When connecting to AC adaptor: AC100V, 50/60Hz, 6W
AC adapter	Input: AC100V, 50/60Hz, 0.2A Output: DC5V, 1A (Model: X05S050100J)
Size	170×132×40mm
Battery	Model Name: PL802556 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 off, electronic sound mode: beep).

Right side (+/-) button

Front pad

EMS intensity level change

EMS strength levels 6 levels

Left side (+/-) button

Side/rear pad

EMS intensity level change

EMS strength levels 6 levels

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

3

Use the right button to switch heating mode.

※ There are 3 heating modes to choose.
While pressing the power/heat 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 varies from person to person, but as long as there is some contact, low-frequency stimulation can be directly felt.
※ If it is long hair, please tie it up first to avoid getting entangled.

Button

○/⊖

+

Weight

approximately 166 grams

Maximum output voltage	28V
Maximum output current	3.5mA
Basic frequency	1~200Hz
Output pulse amplitude	220μs
Rated time	15 minutes
Operating environment	temperature 5~40°C, relative humidity ≤85%RH
General name	Household low-frequency therapeutic instrument (JMDN 2—170986000)
Medical device type	Managing medical equipment
Medical device	304KBX2X0083000
Manufacturing distributor	Sotus Medical Limited
Manufacturing country	China

Name of each part

Right side

○/⊖ Button

1. Long press: Power on/off

2. Short press: Switching heating mode

Front pad (+) button

Press to increase the intensity step by step

Front pad (-) button

Press to decrease the intensity step by step

Left side

○/⊖ Button

Long press: Switch head mode

Short press: Switch low frequency mode

Side & rear pad (+) button

Press to increase the intensity step by step

Side & rear pad (-) button

Press to decrease the intensity step by step

2

Press and hold the button on the right for about 2 seconds to turn on the power.

※ Start the operation under the following preset settings: If you want to change the preset settings, please start from "Step 3" and reset your preferences.

EMS mode

Mode 1

EMS intensity

EMS off (no stimulation)

Heating mode

Heat off

※ After 15 minutes of power on, the power automatically turns off.
※ In case of stopping use midway, please press and hold the button for about 2 seconds to turn off the power supply.

Button

+

○/⊖

-

Methods of use

1

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.
※ In order to manage electricity evenly, the "low-frequency heating pad" should be worn lightly 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 be directly felt.
※ If it is long hair, please tie it up first to avoid getting entangled.

1-1 Orange LED light

Turn off light

Heating off (no heat)

● Heat 1 (Low temperature)

●● Heat 2 (Medium temperature)

●●● Heat 3 (High temperature)

2-2 White LED light

Guidance mode (Japanese)

Electronic sound mode (beep)

Silent mode

1-1 Location of low-frequency heating pads

This product is equipped with 2 low-frequency heating pads on the front, rear, and side. When the 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.

Inside

Left side

Right side

Side & rear pad

Front pad

Charging port cover

Charging port

Speaker

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

● Charging time

● Operation time

1

Open the charging port cover on the left side of the main body and connect to the main body using the Micro-B connector of the attached charging USB cable.

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 (EMS) intensity level 1 or higher, the intensity level will 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 (Japanese)

Electronic sound mode (beep)

Silent mode (mute)

After turning on the power next time, the last selected mode will be activated.

About EMS mode

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

Mode 3

Mode 4

Mode 5

Mode 6

Mode 1

Preset 1-Repeat 3.4.5 mode for 30 seconds each time

Mode 2

Preset 2-Repeat 3.4.5 mode for 30 seconds each time

Mode 3

Deep Relaxation 140~200Hz

Mode 4

Finger massage 70~100Hz

Mode 5

Kneading 20~40Hz

Mode 6

Tap 1~12Hz

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

※ The vibration mode of the front, rear, and side heating pads is controlled by the buttons on the left and right, and the stimulation time of the front and rear heating pads may be different.

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 LEDs are on, charging is complete.

4

After charging, unplug the AC adapter from the socket.

After removing the USB cable from the main body and close the cover of the charging port.

About rechargeable batteries

● The usage time is extremely shortened after charging, it may be accompanied with the battery life. Use only for short-term use (usage, temperature, and other conditions). The charge and discharge times are about 10~20 minutes.
● Do not use for long-term use.
● When not in use for a long time, please turn off the power of the main body and store it after fully charging.
● Update the main body again after 1 month and recharge it. Long-term non-charging may result in failure to charge.

Refer to the following link to find the precautions for built-in lithium batteries.
https://mytrex.jp/support/battery/

Please read before first use

● Please confirm whether each operation button and timer (15 minutes) can work properly for initial use and a period of time without use.

Low-frequency therapeutic instrument

It is a physical therapy method that enters the human body through weak current (low frequency, EMS), directly stimulates and massages muscles, calms excited nerves, promotes blood circulation, relieves pain caused by stiffness, and helps the body recover naturally.

Purpose and effect

Relieves shoulder stiffness, prevents muscle contraction caused by paralysis, and have a massage effect.

Notice

About 2 times a day, 15 minutes each time, use it at an intensity that feels comfortable to you. To avoid continuous use, fix the device a day, use them separately, morning and night, with sufficient time in between. If there is an irritation that feels uncomfortable, it will have the opposite effect.

About low-frequency (EMS) stimulation

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.

Notice

※ In order to prevent injuries and electrical accidents, please wear the main body according to the correct usage method.
※ Please be careful not to let the "low-frequency heating pad" of the main body touch metal objects.
※ If there is dry skin during use, it may make it difficult to feel the 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.
※ Depending on the contact position of the "low-frequency heating 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.