

The logo for Tinkerz features the word "Tinkerz" in a stylized, italicized blue font with a metallic, glowing effect. The letter 'T' is particularly large and has a double-stroke design. The background of the page is white with blue wavy borders at the top and bottom.

BS308

**T Series Gen2 3-in-1 Massage Neck Pillow
User Manual**

WELCOME & AFTER-SALES SUPPORT

Thank you for choosing the Tinkerz T Series Gen2 3-in-1 Massage Neck Pillow.

Featuring traction, vibration, and heat therapy, we hope Tinkerz brings you daily relaxation and a better mood.

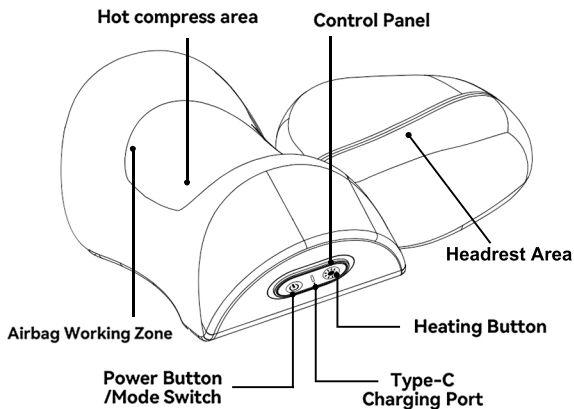
For any after-sales support, please contact us via email:
support@tinkerzshop.com

We guarantee a response and resolution within 24 hours.

PRODUCT SPECIFICATIONS

CATEGORY	DETAILS
Product Name	T Series Gen2 3-in-1 Massage Neck Pillow
Product Model	BS308
Charging Voltage	5V — 1.2A
Rated Power	6W
Battery Capacity	2000mAh
Operating Time	20min
Heat Temperature	113°F-122°F
Standards	GB 4706.1-2005, GB 4706.10-2008, CE, FCC, RoHS
Package List	Massage Neck Pillow*1; Type C Charging Cable*1; User Manual*1
Recommended Adapter	Works with any regular USB adapter; Note: Adapter not included

PRODUCT STRUCTURE DIAGRAM



POWER BUTTON

Long press to power on/off (airbags expand automatically);
single tap to pause/resume airbag height adjustment;
double tap to switch between airbag and vibration modes.

HEAT BUTTON

Note: Airbag and vibration functions cannot work simultaneously.

Single tap for heat level 1, another tap for heat level 2 (2 beep alerts), one more tap to turn off heat function (1 long beep alert).

INDICATOR LIGHT

Flashing light: Charging in progress/Completely out of power

Solid red light: Low battery

Solid green light: Fully charged

TROUBLESHOOTING

CONDITION	POSSIBLE CAUSE & SOLUTION
Unit fails to turn on	Low battery power. Charge the device fully.
Cannot charge the unit	Check if the charging cable is properly connected; try another power adapter or charging cable.
Device stops working automatically	Battery is dead, or the 20-minute auto-shutdown timer has expired.
Other malfunctions	Contact us via email: tinkerzpillow@outlook.com

FREQUENTLY ASKED QUESTIONS

Q1: Can I use it all night long?

A: It has a 20-minute auto-off timer, so the massage function only works for up to 20 minutes per session. You may use it as an ordinary sleeping pillow afterward.

Q2: Does it help with sleep?

A: Yes. The Tinkerz massage pillow relieves neck tension to improve sleep quality. Its heating, vibration and gentle traction functions help you fall asleep faster.

Q3: Can I use the pillow while charging?

A: For safety purposes, all massage functions will be disabled during charging.

Q4: How many sessions can I get after a full charge?

A: Built-in 2000mAh battery. A full charge takes 2.5 hours, supporting 5–6 sessions of use.

Q5: What if the heat temperature feels too hot or too mild?

A: There are 2 adjustable heat levels: Level 1 at 45°C and Level 2 at 50°C. You may switch between levels according to your preference.

CARE INSTRUCTIONS

Turn off the product, disconnect the charging cable, and clean the surface with a cloth dampened with water.



Do not iron the fabric cover



Do not use bleach detergent



Dry cleaning is prohibited



Do not put into tumble dryer



Do not soak the product in liquid

DISPOSAL NOTICE

This product contains a built-in lithium battery.



Do not expose the unit to high temperatures.



Do not throw it into fire.



Do not pierce the product with sharp objects.

Made in China

