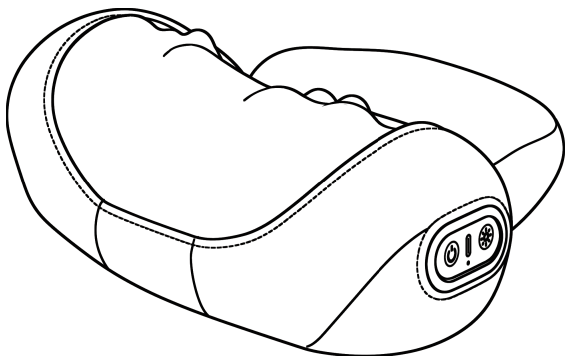


Tinkerz

BS310 Neck Pillow



User Manual

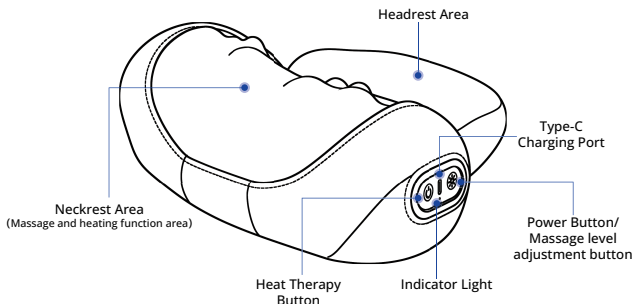
WELCOME & AFTER-SALES SUPPORT

Thank you for choosing the Tinkerz BS310 deep kneading neck relief pillow. Featuring deep kneading massage, and heat therapy, we hope Tinkerz brings you daily relaxation and a better mood. For any after-sales support, please contact us at support@tinkerzshop.com. We guarantee a response and resolution within 24 hours.

PRODUCT SPECIFICATIONS

Category	Details
Product Name	BS310 Deep Kneading Neck Relief Pillow
Product Model	BS310
Charging Voltage	5V/2A
Rated Power	10W
Battery Capacity	2000mAh
Operating Time	15min
Heat Temperature	113°F/ 122°F
Standards	GB/T 4706.1-2005, GB/T 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:

Turn on or off

Single tap:

Toggle Massage Level 1 / 2 / Pause

Heat Button

1st Tap: Low heat (113°F)

2nd Tap: High heat (122°F)

3rd Tap: Heat off

Indicator Lights

- **Solid Red:** Charging / Low battery
- **Solid White:** Unit in operation
- **Solid Green:** Fully charged

Type-C Charging Port

Full charging takes 2.5 hours; a full charge supports 6 sessions of 15-minute use each.

Using Steps



Lie back comfortably and rest your neck on the pillow for soothing massage.

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 15-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?

A1: It has a 15-minute auto-off timer, so the massage function only works for up to 15 minutes per session. You may use it as an ordinary traction sleeping pillow afterward.

Q2: Does it help with sleep?

A2: Yes. The Tinkerz massage pillow relieves neck tension to improve sleep quality. Its deep kneading massage & warm heat functions help you fall asleep faster.

Q3: Can I use the pillow while charging?

A4: For safety purposes, all massage functions will be disabled during charging.

Q4: What if the heat temperature feels too hot or too mild?

A4: There are 2 adjustable heat levels: Level 1 at 113 °F and Level 2 at 122 °F. You may switch between levels according to your preference.

Q5: How does the massage pillow relax my neck muscles?

A5: Hand-like deep kneading relaxes tight muscles and eases deep tissue discomfort after long work hours.

Care Instructions

Turn off the product, unplug the charger, and clean the surface with a cloth dampened with water or 75% alcohol.

DO NOT IRON — Do not iron the fabric cover

DO NOT BLEACH — Do not use bleach detergent

DO NOT DRY CLEAN — Dry cleaning is prohibited

DO NOT TUMBLE DRY — Do not put into tumble dryer

Disposal Notice

This device has a built-in lithium battery.
Please take it to local battery recycling points for proper disposal.

-  Do not expose to high temperatures
-  Do not incinerate
-  Do not puncture with sharp items
-  Do not dispose of with household trash

After Sale Service:
support@tinkerzshop.com

CE FCC RoHS

Made in China