

**MYTREX**  
EMS HEAT STRETCH

**User's manual**

Thank you very much for purchase 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.

**Safety precautions**

Please use it according to the prescribed methods, and violations are strictly prohibited.  
If any malfunction or abnormal situation occurs, please immediately stop using and contact  
the customer service center.

**Dangerous**

**Users of the following medical electronic equipment, please do not use**  
•Medical electronic instrument such as Implantable cardiac pacemaker  
•Life-sustaining medical electronic instruments such as artificial heart and lung  
•Wearable medical electronic instrument such as electrocardiogram

**Warning**

**The following people can not use**  
•Heart patients •Thrombosis patients  
•Breastfeeding children •People with self-awareness expression disorders  
•Pregnant women •People during menstruation  
•People within 3 months after giving birth (after giving birth, please consult a  
doctor before use)  
•Nervous disorders •People with skin perception disorders  
•People with thermal perception disorders, etc.

**Warning**

•Individuals with wounds, eczema or swelling on the skin  
•Individuals with allergic constitution, skin diseases, allergic dermatitis, sensitive skin  
•Individuals with blood circulation disorders, capillary dilation, hypertension and other  
blood pressure and blood vessel abnormalities  
•Individuals who are taking medications  
•Individuals with malignant tumors  
•Individuals with functional disorders  
•Individuals with abnormal cranial nerves (epilepsy, etc.)  
•Individuals with abnormal cerebrovascular diseases  
•Individuals with severe peripheral nerve disorders such as diabetes and sensory disorders  
•Individuals with fever (over 38 degrees)  
•Individuals who need to rest in a quiet environment and people with limb disabilities  
•Individuals who are in poor health or feel unwell  
•Individuals who are using medical equipment for treatment  
•Individuals with bone abnormalities such as fractures and osteoporosis  
•Individuals with fractures, diseases of the back, abdomen, and waist due to plastic surgery,  
or who have undergone surgery on these parts  
•Individuals with spinal stenosis, herniated disc, gout, and acute pain diseases  
•Do not use on areas where doctors have advised that massage is prohibited  
•Please keep and use out of the reach of infants and children, and do not use on pets.

**Warning**

•Only for waist use, not for other parts (head, chest, heart area). •When unplugging the AC  
adapter and USB port, do not pull on the port, and do not unplug with wet hands.  
•Do not use or store the device in areas with high humidity, such as bathrooms, or in places  
where it may come into contact with water.  
•Do not disassemble, repair, or modify the device without authorization.  
•Do not immerse the device in water or rinse it with water.  
•Do not use or store the device in high-temperature areas (such as near fire or inside a car  
in summer).  
•Do not use the device if the AC adapter or USB port is damaged or difficult to insert.  
•Do not store the device in unstable locations, and avoid dropping or impacting the main  
unit and accessories.  
•If the main unit or accessories emit an unusual odor or heat, immediately stop using them.  
•Do not allow liquids, metals, foreign objects, or dust to adhere to the main unit or  
accessory ports.  
•In case of any abnormal occurrence, turn off the main unit's power. If the issue occurs  
during charging, unplug the AC adapter from the outlet immediately.  
•The device can be used with AC 100V-240V. When using it abroad, ensure the voltage and  
plug compatibility.  
•Insert the AC adapter directly into the wall socket and avoid using octopus-style wiring  
arrangements.

**Attention**

- Do not use the device for purposes other than those described in the user manual.
- Turn off the power when not in use to prevent prolonged heating.
- Do not use the device continuously for more than 30 minutes. If you are not accustomed to  
using it, start with the lowest intensity setting and gradually increase it as you get used to it.
- Remove metal objects and accessories from your abdomen and waist before using the  
device.
- If you want to change positions while using the device, turn off the power before doing so.
- When storing the device, do not wrap the USB port or main unit.
- The AC adapter and USB port are not compatible with other products.
- Do not use a hairdryer or heater to dry the device.
- If you experience pain, discomfort, or skin abnormalities while using the device, stop using it  
immediately and consult a doctor. Do not use the device while sleeping.

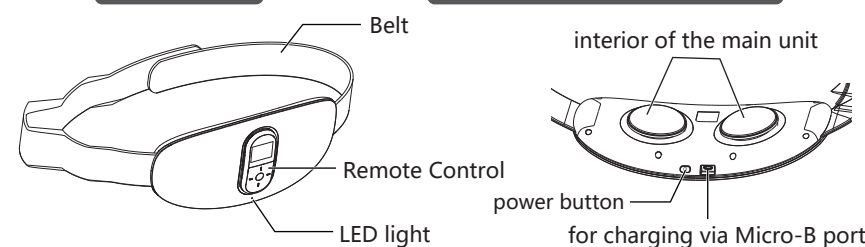
**Details of Included Components  
and Names of Parts**

In case of missing components, please contact the customer service center.

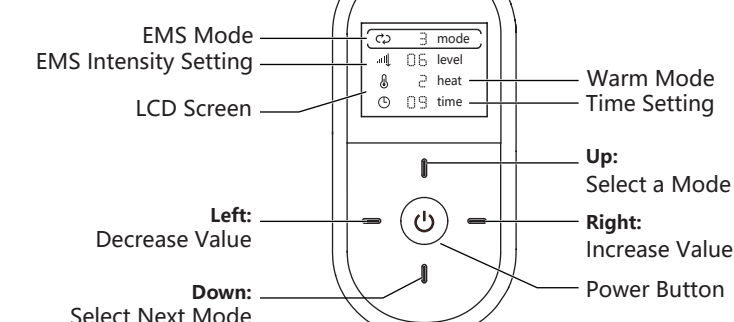
**Package Details**

- Main Unit ..... 1pcs
- AC Adapter ..... 1pcs
- USB Charging Cable ..... 1pcs
- Remote Control ..... 1pcs
- Remote Control Battery ..... 2pcs
- User Manual ..... 1copy

**Main Unit Interior of The Main Unit**



**Remote Control**



※ When using for the first time or if the remote control and LCD screen become dim or weak,  
replace with a new battery (CR2032 coin cell battery). Open the battery cover on the back  
of the remote control to replace it.

- Do not use batteries other than CR2032.
- Insert the battery with the positive (+) side facing up and the negative (-) side facing down.
- Do not use the battery in environments above 45°C.
- Remove the battery if the device will not be used for an extended period.
- Dispose of used batteries at government-designated disposal sites or recycling centers.

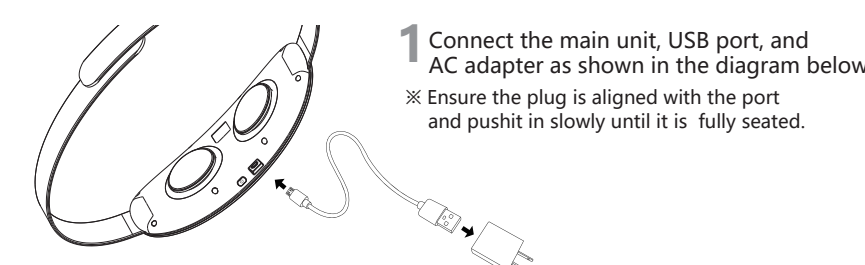
**Before Use (Charging Instructions)**

For first-time use and when the battery level is low (indicated by a beeping sound  
every 30 seconds), please turn off the power and then proceed to charge the device.

※ Please charge the device in an environment  
with a temperature between 15°C and 35°C.  
Outside of the recommended temperature  
range, charging time may be extended or  
charging may not occur.  
※ Charging time and usage time may vary  
depending on the battery level and the  
charging environment.

**Charging - Usage Time**

Charging Time	Usage Time
Approximately 3.5 hours	Approximately 1.5 hours



**2** Insert the AC adapter into the wall socket.

※ The LED light will flash green to indicate that charging has started.

**LED Light (Green) Indicator**

Charging	Charging Complete
Flashing	Constantly On

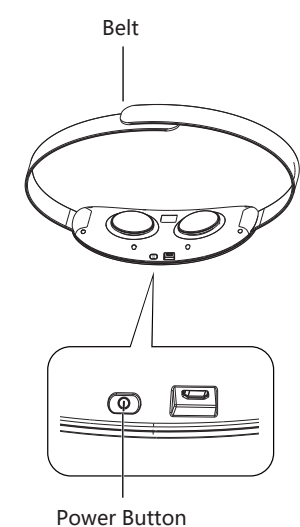
**3** After charging is complete, unplug the AC adapter from the socket.

**About the Battery**

- The rechargeable battery is a consumable and is not covered under warranty.
- If you notice that the usage time shortens despite a full charge, the battery may have  
reached the end of its lifespan. (The lifespan of this rechargeable battery is approximately  
500 charge cycles.)
- Battery life may vary depending on usage, storage conditions, and other factors.
- When not in use for extended periods, please fully charge the device before storing it. Use  
the device at least once a month and recharge it fully before storing it again. Long periods  
without charging may result in the battery becoming unable to recharge.

**This product (main unit) contains an internal lithium battery, which includes substances  
that may be harmful to the environment. (The battery is embedded in the main unit.  
Ensure the power is turned off before removing the battery.) Dispose of the removed  
lithium battery properly, at government-designated disposal sites or recycling centers.**

**Instructions for Use**



**1** Wearing on the Waist

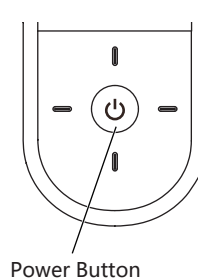
※ Place directly on the skin.  
※ Wipe the area around the waist with a damp,  
wring-out towel, then put on the device. For  
more even electrical conduction, ensure the  
heating pads are in close contact with the skin  
for a better fit.

**2** Wrap the belt around your waist and secure  
the main unit with the adjustment strap

※ Do not adjust the belt too tight or too loose.

**3** Press the power button on the main unit to  
turn it on.

※ The green LED light will flash and the device will  
enter a 1-minute standby mode.  
※ After starting, please proceed with the settings as  
outlined in Step 4.

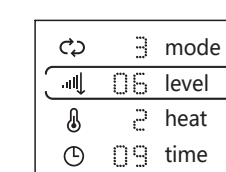


**4** Press the power button on the remote control to  
turn it on.

※ The device will start operating with the default settings  
(mode: 1, level: 0, heat: 2, time: 15).  
※ When operating, the device will emit a 'beep' sound to  
indicate it has received the signal. If you do not hear  
this sound, try operating again.  
※ If there is no operation for more than 10 seconds, the  
remote control will enter power-saving mode and the  
screen will dim. To operate the remote control again,  
press any of the up, down, left, or right buttons.

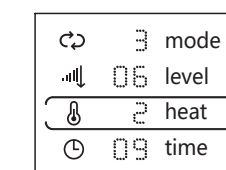
**5** Set the EMS mode using the operation buttons  
on the remote control.

※ Use the up and down buttons to select the mode, use  
the left and right buttons to set the mode. There are 6  
modes to choose from, with Mode 1 as the default.



**6** Set the EMS intensity using the operation buttons  
on the remote control.

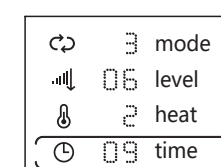
※ Use the up and down buttons to select the level. Use the  
left and right buttons to adjust the intensity.  
※ There are 16 intensity levels to choose from, with Level 0  
as the default. Start with a lower intensity if you are using  
it for the first time, and gradually increase it as you get  
accustomed to it.



**7** Set the temperature using the remote control  
buttons:

※ Use the up and down buttons (heat) to select the heat  
level. Use the left and right buttons to set the temperature.  
※ If you are using it for the first time, start with a lower  
temperature.

Types of Heating Modes	
3	: High Temperature
2	: Medium Temperature
1	: Low Temperature
0	: No Heating



**8** Set the time using the remote control

※ Use the up and down buttons (time) to select the time.  
Use the left and right buttons to set the time.  
※ You can choose from 5, 10, 15, 20, 25, or 30 minutes.  
The default time is 15 minutes.

**9** After use, turn off the power of the device before  
removing it from your body.

※ Do not remove it from your body while the device is running.  
If you want to stop during use, be sure to turn off the power.

**Maintenance Instructions**

- This product should not be washed with water.
- After each use, wipe the 'conductive and heating pads' with a soft cloth dampened with  
water and thoroughly wrung out. For particularly dirty areas, use a soft cloth dampened  
with diluted neutral detergent and wrung out thoroughly to gently clean the surface of  
the device.
- Do not use solvents such as alcohol, thinners, or benzene, as they can cause  
malfunctions, damage, or discoloration of the components.

**Storage Instructions**

- When not in use for an extended period, clean the device before storing it.
- Turn off the power when not in use, and unplug the USB charging cable from  
the power source (e.g., computer) for storage.
- Do not store the device near fire, under direct sunlight, or in high-temperature  
and humid environments such as bathrooms or cars. Store it in a well-ventilated,  
cool, and dry place.
- Keep the device out of reach of children.
- Before long-term storage, fully charge the device. Use it at least once a month  
and recharge it fully. Prolonged periods without charging may result in the  
battery becoming unable to recharge.

**Main Specifications of the Product**

Brand	MYTREX
Product Name	EMS HEAT STRETCH
Dimensions	Approximately 1190 × 120 × 30 mm
AC Adapter Specifications	Input Voltage: AC 100-240V, 50/60Hz Output Voltage: DC 5V, 1.0A
Main Unit Battery Capacity	2000mAh
Remote Control Battery Type	CR2032 Coin Cell Lithium Battery
Frequency Range	1Hz~1000Hz
Operating Environment	Temperature 5°C ~ 40°C, Relative Humidity ≤ 85% RH

※ This product is not classified as a medical device.

**Frequently Asked Questions**

The remote control does not turn on	The battery may be low. Please replace with a new battery.
Although the remote control shows a display, the main unit does not respond	The main unit battery is low
	The remote control and main unit are not making
The main unit cannot be charged, and the charging light is not illuminated	The main unit was left on the body for more than 2 hours after use
	Incorrect contact method
Skin redness after use	The EMS intensity may be too high, or the set temperature may be too high.

**Quality Assurance**

The warranty card serves as a proof for free repairs or replacement in case of malfunction under  
normal usage as specified in the manual. If a malfunction occurs within the warranty period, please  
present the product, the warranty card, and proof of purchase (such as a receipt or delivery note)  
to our customer service center for assistance.

**1-Year Free Warranty**

- Incidents Not Covered Under Warranty:
  - Failures or damage caused by improper use that does not follow the instructions in the  
manual.
  - Failures or damage caused by unauthorized modifications, repairs, or improper handling.
  - Failures or damage due to natural disasters (e.g., fire, lightning), pollution, salt damage,  
gas hazards, abnormal voltage, or other acts of God.
  - Replacement of consumables or accessories by the user.
  - Failures or damage resulting from use outside of a general household environment.
  - Failures or damage caused by improper storage.
- This warranty is valid only within China.
- The warranty card will not be reissued if lost; please keep it safe.
- When returning the product, please ensure that all accessories and packaging  
are intact.
- Our company reserves the right to modify the warranty terms and the final  
right of interpretation.

**Warranty Card**

※ The warranty card outlines the conditions for free repairs or replacements within the  
warranty period and under specified conditions, without limiting consumer legal rights.

Warranty Card	Model Number: MEHS19-W
Buyer's Name - Phone Number - Address	
After-Sales Service: Shaoxing Shangyu Chuangtong Trading Co., Ltd. Address: Room A507, Jinzuo, Opposite Wanda Central Plaza, Songxia Town, Shangyu District, Shaoying City, Zhejiang Province	
Warranty Period: 1 year under normal use	Purchase Date: ____ Year ____ Month ____ Day

**Sotsu Medical Co., Ltd.**

3-1-10-5F, Minami-Hakata Station, Hakata-ku, Fukuoka City, Fukuoka Prefecture  
<https://mytrex.jp> <https://usa.mytrex.jp>

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**MYTREX Customer Service**

Business hours 9:00~17:30  
(excluding Saturdays, Sundays, holidays, year-end and beginning of year)

[ Japanese ] Phone: 092-260-7366 Web: <https://mytrex.jp/support/>

[ USA & Global ] Email: [Support.usa@mytrex.jp](mailto:Support.usa@mytrex.jp) Web: <https://usa.mytrex.jp>

EMS stimulation is not felt, or it is too weak	The main unit is not making good contact with the skin
	The skin is dry
	The remote control and main unit are not making proper contact
	The conductive heating pads are dirty
Feeling pain or excessive heat	The stimulation mode is set to a low level
	The belt is too tight
	The stimulation or heat intensity is too high
	The body is weak or fatigued
	The usage time is too long