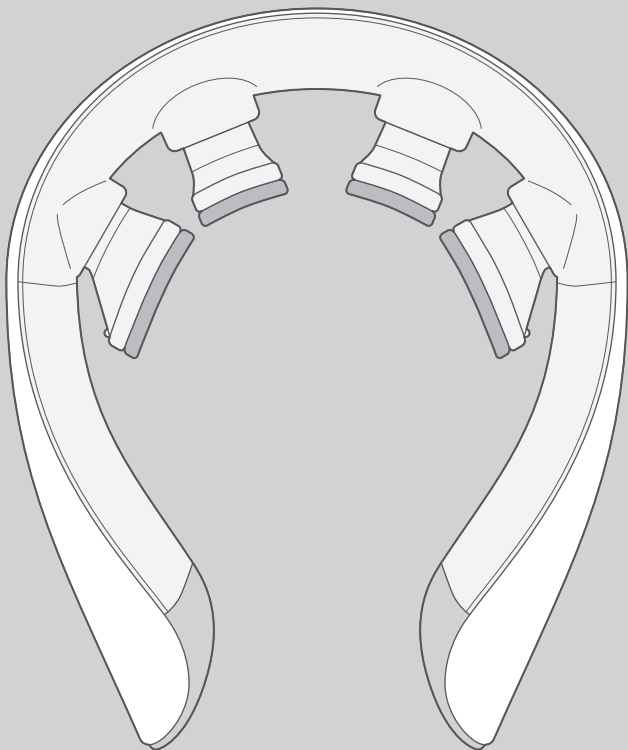


# eviden HL-SK53

Smart Neck Kiwami

User Manual



## Important Information for Your Neck Massager

Please keep this manual safe after reading.

This device is for beauty and personal care only, not medical treatment. Its use or sale for Your massager is for use on a healthy body. Do not use it in any way not described in this manual. We

therapeutic purposes may be restricted by law in your country.

are not responsible for issues arising from use on areas currently undergoing medical treatment.

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## Important Safety Precautions

- Before using this product, please carefully read these safety precautions and use it correctly.
- If any abnormalities occur, discontinue use immediately.
- This information is provided to help prevent injuries to you and others, as well as property damage.



### DANGER

This sign indicates that this product poses a high risk of death or serious injury if used improperly.



### WARNING

This sign indicates that this product poses a risk of death or serious injury if used improperly.



### CAUTION

This sign signifies that this product poses a risk of injury or property damage if used improperly.

## •The meaning of the symbols



These symbols mean "Do Not."



This symbol means "Must."



This symbol means "Caution."

This manual uses symbols to help you use the product safely. The consequences of ignoring these symbols and using the product improperly are categorized below. Please read this information carefully before proceeding.

## Important Safety Precautions

### DANGER



**Do not use this device if you:**

- Have any of the following medical conditions:
  - Pacemaker or other implanted electronic devices
  - Life-sustaining medical devices
  - Wearable medical devices such as ECG monitors

### WARNING



**Do not use this product if you:**





- Are diagnosed with rare or severe chronic diseases that are difficult to treat.
- Have, or are suspected of having, heart disorders or diseases.
- Have acute illnesses.
- Have malignant tumors.
- Have febrile, infectious, or contagious diseases.
- Have irregular blood pressure, such as high or low blood pressure.
- Have severe aneurysms or acute varicose veins.
- Have anemia, hemophilia, thrombosis, embolism, hemorrhagic diseases, or tuberculosis—or are suspected of having these.
- You experience severe peripheral circulatory disorders, such as those caused by diabetes.
- Have sensory impairments, inability to express intentions, or lack awareness of temperature sensations.
- Have previously experienced skin issues or reactions caused by metal products.
- Have skin conditions such as dermatitis, contact dermatitis, atopic dermatitis, allergies, keloid tendencies, sensitive skin, facial melanosis, or predispositions to purpura.
- Have orthopedic conditions such as tendonitis, whiplash, spinal injuries, spinal stenosis, or herniated discs.
- Have neck injuries such as sprains.
- Have spinal fractures, osteoporosis, or other bone abnormalities.
- You experience abnormalities in the nervous system, such as epilepsy.
- You are receiving medical treatment or currently taking medications.
- You are feverish, intoxicated, menstruating, pregnant, recently postpartum, breastfeeding, extremely fatigued, or require bed rest.
- Have long-term usage of steroidal hormones or liver dysfunction causing capillary dilation.
- Are taking or receiving injections of painkillers, hypoglycemic drugs, or antihypertensive medications.
- Are under the age of 15.

**Do not use on the following areas:**



- Unspecified areas of the body.
- Regions around the heart, eyelids, eyeballs, lips, inside the mouth, ears, scalp, Adam's apple, and the genital area.
- Body parts where metals, plastics, or silicones have been implanted due to accidents or illnesses.
- Skin that is inflamed, infected, itchy, cut, or subject to post-surgical concerns (including cosmetic surgeries).
- Skin exposed to excessive sunburn, immediately after shaving or hair removal, or post-peeling treatments.

## Important Safety Precautions

### WARNING




	<ul style="list-style-type: none"> <li>Additional Cautions:               <ul style="list-style-type: none"> <li>- Do not use the product under any circumstances if you notice abnormalities in your skin or body. If symptoms arise, discontinue use immediately and consult a physician.</li> <li>- If you are currently undergoing medical treatment, consult your doctor before use.</li> <li>- For any concerns or uncertainties, consult a specialist prior to using the product.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>- If you notice unusual sounds, odors, or smoke, or if foreign objects are found inside the device, turn off the power immediately and contact the retailer or distributor where you purchased the product. Continued use in such conditions may result in damage or fire.</li> <li>- This product is designed exclusively for use on the neck. Do not use it on other parts of the body.</li> <li>- Always inspect the product for abnormalities or damage before use. Do not use the device if it is damaged or malfunctioning.</li> </ul>
	<ul style="list-style-type: none"> <li>- Do not insert foreign objects into the device. This may result in electric shock, short circuits, fire, or other hazards.</li> <li>- Do not attempt to disassemble, modify, or repair the device yourself. This may result in electric shock, short circuits, fire, or other hazards.</li> </ul>
	<ul style="list-style-type: none"> <li>- Do not handle the power adapter or USB cable with wet hands. This may lead to electric shock.</li> <li>- Do not submerge the power adapter or USB cable in water, nor use water for cleaning. This may result in electric shock, short circuits, fire, or other hazards.</li> </ul>

### CAUTION




	<ul style="list-style-type: none"> <li>- After use, refer to "Cleaning Your Device: Tips and Precautions" on P.16 and remove any dirt or debris from the device after every use. Failure to do so may result in malfunction or degradation.</li> <li>- Remove necklaces or other metal accessories from your body before using the device, as they may cause skin irritation.</li> <li>- Ensure there are no hazardous objects nearby, as the stimulation may cause muscle movement.</li> </ul>
	<ul style="list-style-type: none"> <li>- This product is intended for personal household use only. Do not use it for commercial purposes, as this may lead to injury or malfunction.</li> <li>- Do not use this product together with other electrical devices (e.g., beauty devices), as it may result in malfunctions or skin problems.</li> <li>- Do not drop, hit, or subject the device to impacts, as this may cause injury or malfunction.</li> <li>- Keep this product out of reach of children and pets. Do not allow them to play with it or climb on it, as it may cause accidents or injuries.</li> <li>- Do not use or store this product in bathrooms, high-humidity areas, or dusty locations, as these conditions may lead to injury or malfunction.</li> <li>- Before use, ensure the electrodes are free of cracks, deformation, or damage. Do not use the device if it is damaged or malfunctioning.</li> <li>- Do not use the product while driving or sleeping.</li> <li>- Individuals under care or those unable to live independently without assistance should not use the device alone.</li> </ul>

## Safety Guidelines for Batteries and Power Adapters

### WARNING

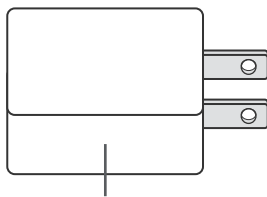
	<ul style="list-style-type: none"><li>• If water or foreign objects enter or come into contact with the device during charging, unplug the power adapter from the outlet immediately. Continued use in such conditions may lead to electric shock, short circuits, fire, or other hazards.</li><li>• Always turn off the device and unplug the power adapter from the outlet when not in use or during cleaning. Continued use without unplugging may result in electric shock, short circuits, fire, or other hazards.</li></ul>
	<ul style="list-style-type: none"><li>• This product contains a built-in rechargeable battery. Do not expose it to fire, heat, or high temperatures during charging, use, or storage, as this may cause overheating, fire, damage, or malfunction.</li><li>• Do not use power adapters with bent terminals or deformed connectors. This may lead to electric shock, short circuits, fire, or other hazards.</li></ul>
	<ul style="list-style-type: none"><li>• Do not handle the power adapter with wet hands. This may result in electric shock.</li></ul>

### CAUTION

	<ul style="list-style-type: none"><li>• Ensure the power adapter is inserted fully and securely. Do not use it if the connection to the outlet is loose, as this may lead to electric shock, short circuits, fire, or other hazards.</li><li>• When unplugging the power adapter or USB cable, always hold the adapter body or device-side connector—not the cable itself. Pulling the cable may result in electric shock, short circuits, fire, or other hazards.</li><li>• Use the USB cable in a clean condition. If dust accumulates on the connector, wipe it off to avoid the risk of short circuits, which may cause fire or other hazards.</li></ul>
	<ul style="list-style-type: none"><li>• Do not use the USB cable included with this product to charge other devices.</li><li>• When storing, avoid wrapping the USB cable around the power adapter or the device, as this may lead to electric shock, short circuits, fire, or other hazards.</li></ul>
	<ul style="list-style-type: none"><li>• Do not attempt to remove or replace the rechargeable battery yourself, as it may cause malfunction.</li></ul>

## Product Specifications

<b>Product Name</b>	Eviden Smart Neck Kiwami
<b>Category / Type</b>	Home-use EMS Neck Massager
<b>Model Number</b>	HL-SK53
<b>Device Dimensions</b>	Approx. 127 mm (W) x 154 mm (D) x 34 mm (H)
<b>Product Weight</b>	Approx. 126 g (device only)
<b>Power Supply Type</b>	Built-in Lithium-ion Rechargeable Battery (1000mAh)
<b>Input Rating</b>	5V, 1A
<b>Charging Port</b>	USB Type-C
<b>Charging Time</b>	Approx. 3 hours
<b>Material</b>	ABS, Stainless Steel, Silicone
<b>Included Items</b>	Device, USB Cable, User Manual



Not Included



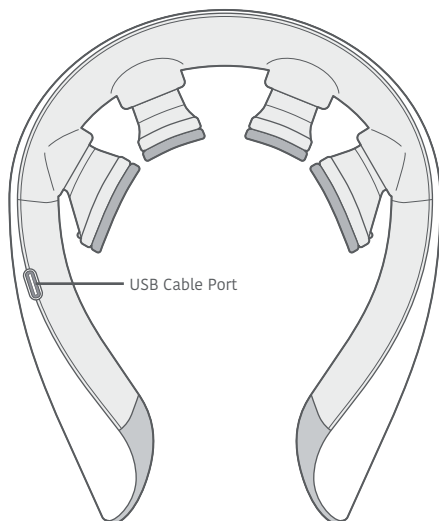
CAUTION

The power adapter is not included. Please use a commercially available power adapter.  
(Recommended: DC 5.0V / 1A or higher)

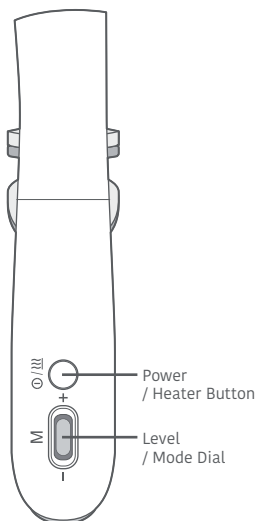
## Package Contents and Part Names

### Main Unit

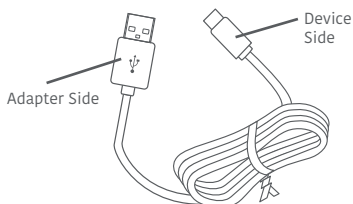
#### Base Side



#### Side Panel

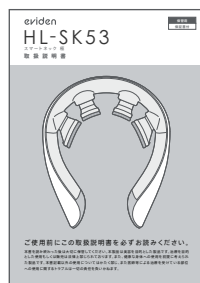


### USB Cable



Do not use this cable for charging anything other than this product, as it may cause malfunction.

### User Manual

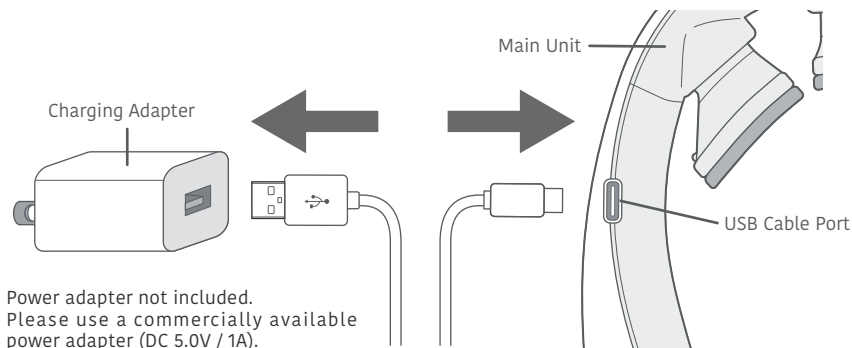


Product design and specifications are subject to change without notice for quality improvement.

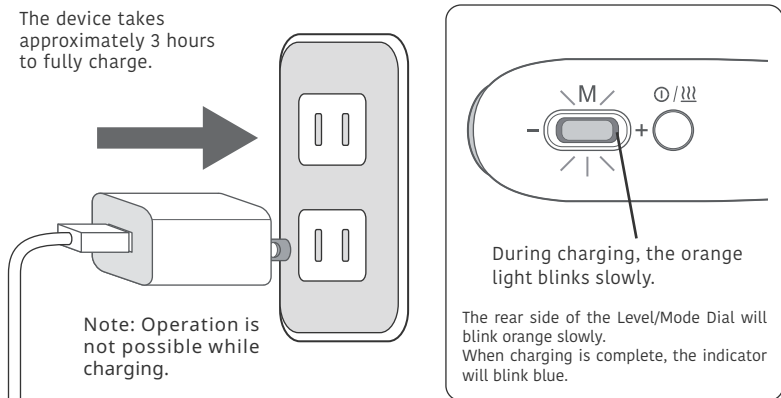


## Charging Instructions

- ① Connect the USB cable to the main unit and the power adapter.



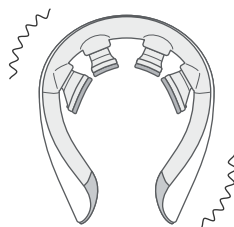
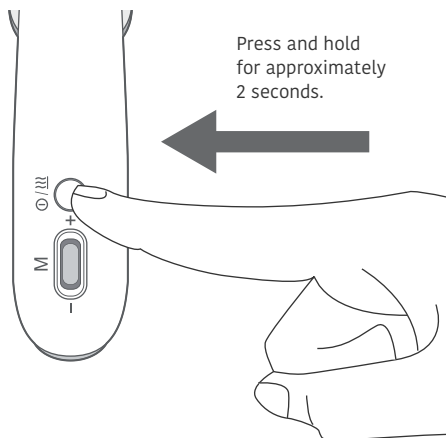
- ② Connect the power adapter to a household AC power outlet.



- Use only the included USB cable with this device. Using other cables or devices may cause malfunction.
- Fully charge the device before first use, after long periods of non-use (3+ months), or if it stops operating.

## Using Your Device

### ① Power On

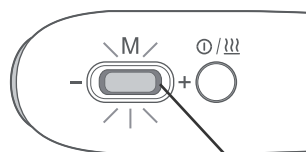
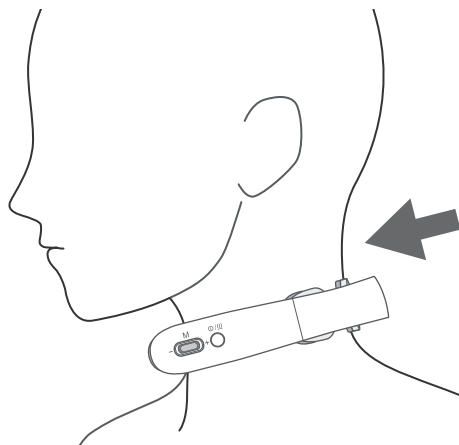


The device will start operating as soon as the power turns on. (EMS level and vibration will return to their default settings.)

The operating mode and heater level will start in the state they were in when the device was last turned off. (If the heater was off when last used, it will restart at Heater Level 1.)

### ② Place on Your Neck

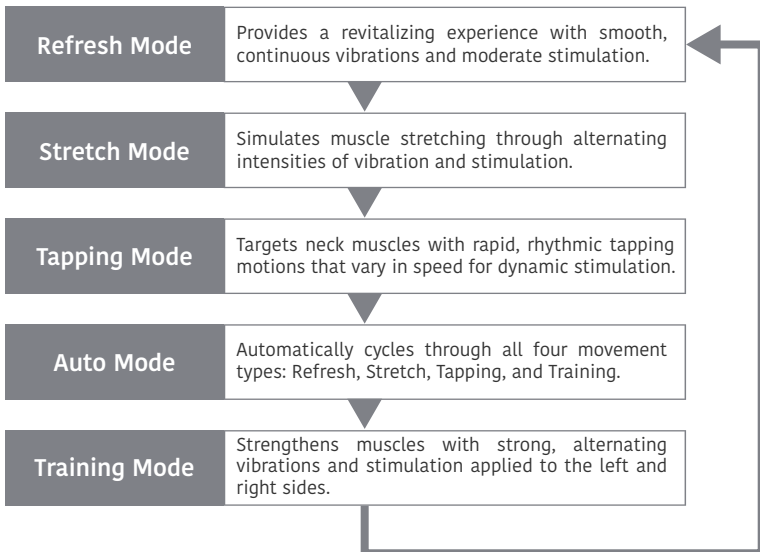
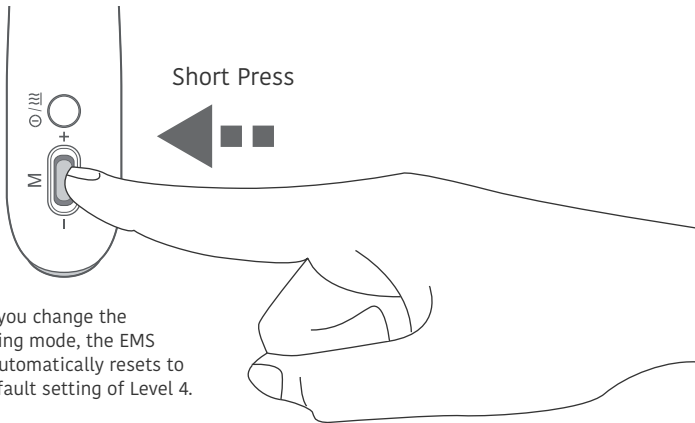
Position the device on the back of your neck so that the USB cable port faces downward.



When the power is on, the back of the Level/Mode dial will light up blue. If the battery is low, the light will turn orange.

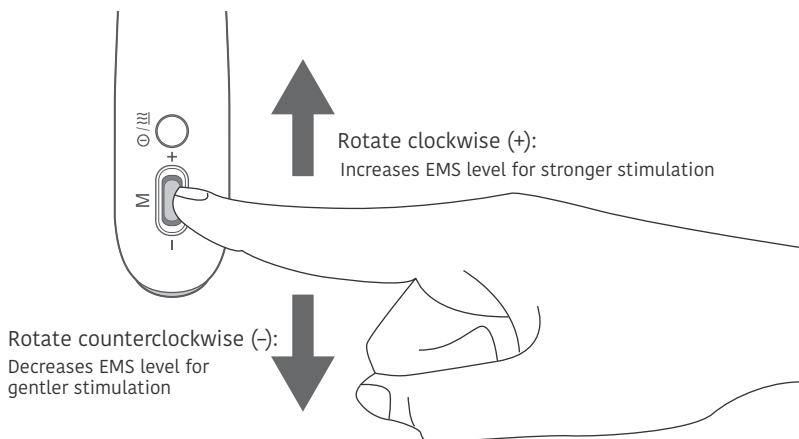
## Adjusting Operation Modes

You can switch between operating modes by short-pressing the Level/Mode dial. Each press cycles to the next mode in sequence.



## Adjusting EMS Levels

Turn the Level/Mode dial to adjust the EMS intensity.



### EMS intensity can be adjusted in 10 levels.

When the device is turned on, it starts at the default Level 4.

- For first-time use, start at the lowest EMS level.
- If both vibration and heater functions are off and EMS is set to the lowest level, the device may appear inactive. To ensure safety, it will automatically power off after approximately 2 minutes.

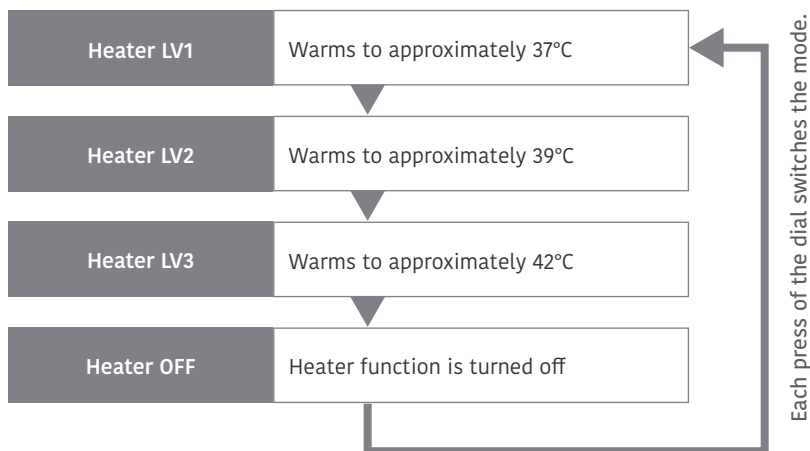
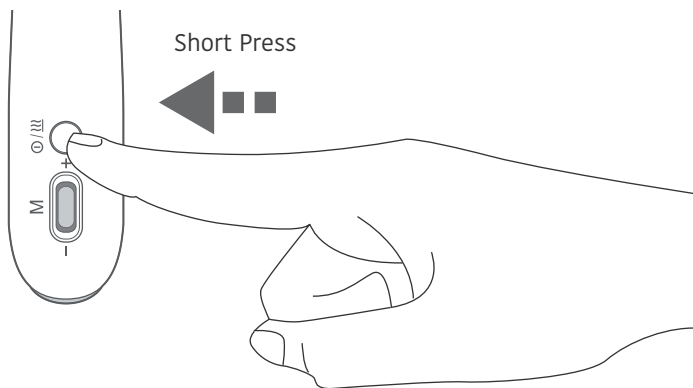


#### NOTICE

If your skin is dry, EMS stimulation may be less noticeable. Apply water or toner to moisturize your skin before use.

## Adjusting Heater Levels

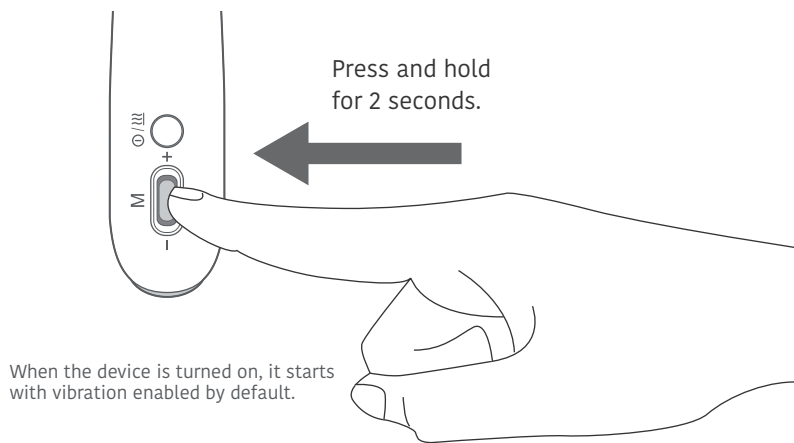
Short-press the Power/Heater button to change the heater level.



If you feel excessive heat during use, stop immediately. Prolonged use may cause low-temperature burns. Extra care is advised if you have reduced skin sensitivity.

## Controlling Vibration Functions

To toggle the vibration function, press and hold the Level/Mode dial for about 2 seconds.



### When to Turn Vibration Off

#### ■ To reduce noise

Turn off vibration when you want to hear your surroundings more clearly—such as during conversations or while watching TV.

#### ■ To relax with gentle warmth

Turn off vibration and set the EMS level to the lowest setting to use the device as a neck-warming heater. Ideal for moments of relaxation.

#### ■ To fine-tune EMS levels

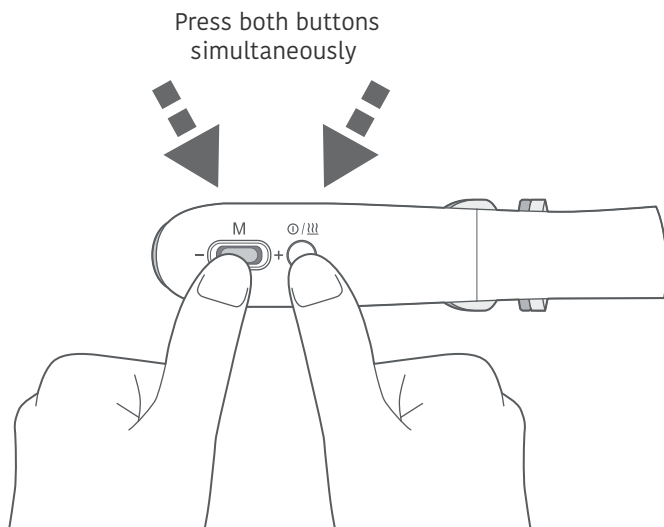
Disabling vibration allows you to better feel the electrical stimulation, making it easier to adjust the EMS level to your preference.

#### ■ To focus on EMS sensations

With vibration off, you can more clearly experience the rhythm and intensity of the EMS stimulation.

## Managing Guide Voice Features

To toggle the voice guidance feature, press the Power/Heater button and the Level/Mode dial at the same time.



## How to Finish Using Your Device

- ① The massage session lasts for approximately 15 minutes, after which the device will automatically power off

To turn off the device manually during use, press and hold the Power/Heater button for 2–3 seconds.



### NOTICE

If the device is removed from your body and left idle for about 2 minutes, it will automatically power off.

- ② After Use

After removal, clean the device. For details, refer to p.16: "Care Instructions and Precautions."



### NOTICE

After the treatment session ends, remove the device from your body immediately. Leaving it on may cause skin irritation or other issues.

**Important Note:** This product is intended for at-home beauty care. It is not designed to treat or alleviate medical conditions.

### Usage Guidelines

**Allow at least 1 hour between sessions.**

Limit use to 3 times per day. Prolonged heater use may cause low-temperature burns. Use with caution.

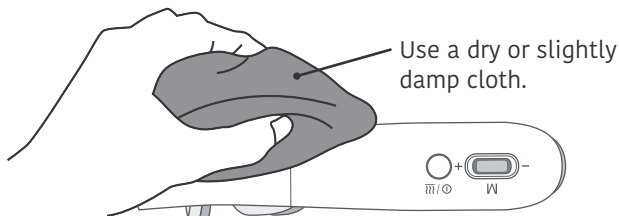


## Cleaning Your Device: Tips and Precautions

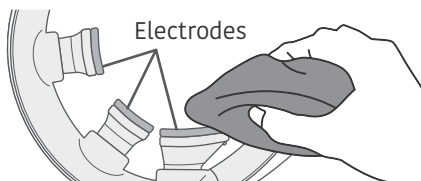


Make sure the power is turned off before cleaning. Cleaning the device while it is powered on may result in injury or malfunction.

To ensure safe and effective use of this device, please follow the instructions below carefully.

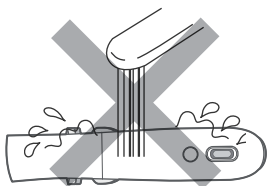


Wipe the device with a soft, dry cloth. For more stubborn dirt, use a cloth dampened with water and thoroughly wrung out. After cleaning, dry any remaining moisture with a clean, dry cloth.



Gently wipe the electrode pads without applying excessive force. Do not twist, bend, or pull them, as this may result in damage.

Wipe the device with a soft, dry cloth. For more stubborn dirt, use a cloth dampened with water and thoroughly wrung out. After cleaning, dry any remaining moisture with a clean, dry cloth.



The main unit and USB cable are not waterproof. Do not immerse the device in liquid or rinse it under running water, as this may cause malfunction.



Do not use alcohol, paint thinner, benzene, nail polish remover, or other strong solvents. These substances may cause malfunction, discoloration, or cracking of the device components.

## Battery Care and Eco-Friendly Disposal

- **Charging Time:** A full charge takes approximately 3 hours (when using a 5V/1A charging adapter). If the charging time becomes extremely long or short, or if the number of uses significantly decreases even after a full charge, the battery may be reaching the end of its lifespan.
- **Note:** Battery life can vary significantly depending on usage and storage conditions.
- **Recommended Charging Temperature:** The recommended charging temperature is between 5°C and 35°C (41°F and 95°F). If the ambient temperature is significantly outside this range, charging time may be extended, or the battery may not charge at all.
- **Charging at Low Temperatures:** Charging at low temperatures, in particular, may shorten battery life. We recommend charging within the recommended temperature range.
- **Initial Use and Prolonged Storage:** When you first start using the device (after purchase or after leaving it unused for 3 months or more), or if the device stops operating during use, always fully charge the battery.



### NOTICE

**Maintaining Battery Life:** Lithium-ion rechargeable batteries have a characteristic where their lifespan shortens if left unused for extended periods. Please perform a supplementary charge for 3 hours once a month.

## Battery Replacement and Disposal

- Replacing the built-in rechargeable battery requires disassembling the main unit, which necessitates specialized knowledge. Do not attempt to replace the battery yourself. For battery replacement or disposal, please consult the store where you purchased the product or the manufacturer.
- Do not attempt to disassemble or replace parts yourself. Doing so will prevent the device from functioning correctly and may lead to malfunction.



### NOTICE

Never attempt to remove or replace the rechargeable battery yourself.

## Product Disposal

- When disposing of this product, please check with your local ward or municipal office. Dispose of it in a nearby small appliance recycling box or bring it to a designated collection point. This not only ensures safe disposal but also contributes to the recycling of valuable resources.

## Storing Your Device Safely

Store the device in the following conditions:



On a flat, stable surface



In a well-ventilated area

**Temperature: 5 - 35°C**  
**Humidity: 20 - 80%**

Storage Environment Guidelines

Do not store the device in the following conditions:



In direct sunlight



In dusty or dirty areas



In places with extreme  
temperature changes



In places with high humidity



Near heat sources



In damp or wet areas



Near volatile substances



Near heating  
or cooling equipment



In vibrating locations



**CAUTION**

Keep out of reach of children and individuals who cannot communicate their needs. Misuse can lead to accidents or injury. If used by minors, please ensure that they are supervised by an adult.



## Answers to Your Common Questions

Questions	Answers
<b>Why won't the device power on?</b>	Press and hold the power button for 2-3 seconds until the device powers on and begins functioning.
	The battery may be low. Recharge the device and try again. If the battery level is critically low, the indicator light near the level/mode dial will blink orange and the device will automatically power off.
	The device cannot be operated while charging. Ensure the USB cable is unplugged before use.
<b>Why does the device suddenly shut off?</b>	The battery may be low. Recharge the device and try again.
	When the battery level is critically low, the indicator light near the level/mode dial will blink orange before the device powers off automatically.
	The device automatically powers off if left idle for approximately 2 minutes after being removed from the body.
	When vibration and the heater are off and the EMS level is set to the lowest, the device may appear powered off. For safety, the device automatically shuts down after about 2 minutes in this state.
<b>Why is EMS too weak—or not noticeable?</b>	If the output level is low, turn the level/mode dial to adjust the level.
	The battery may be low. Recharge the device and try again.
	Extremely dry skin may reduce sensitivity. Apply water or lotion to hydrate your skin adequately.
<b>What should I do if EMS feels too strong or painful?</b>	Adjust the output level using the level/mode dial to match your comfort level.
	Ensure the electrodes are in full contact with your skin. Position the device so all electrodes touch the skin properly during use.
	Extremely dry skin may cause discomfort. Apply water or lotion to hydrate your skin thoroughly.
<b>Why is warmth too strong—or not noticeable?</b>	Adjust the heater level by pressing the power/heater button briefly.
	The battery may be low. Recharge the device and try again.
<b>Why won't charging start?</b>	Ensure the charging cable is securely connected to both the power adapter and the device.
	The device may already be fully charged.

## Answers to Your Common Questions

Questions	Answers
Shorter usage time despite a full charge	The charging time might not have been sufficient. Please recharge the device and try again.
	If the usage time remains extremely short even after a full charge, the battery may have reached the end of its lifespan. Please contact the retailer where you purchased the product.
Why did the device stop working?	The device automatically turns off approximately 15 minutes after being powered on. Please turn it on again and try using it.
	If the battery level is critically low, the indicator light near the level/mode dial will blink orange before the device powers off.
	If the device is removed from the body and left idle for about 2 minutes, it will automatically power off.
What to do if skin becomes inflamed or painful?	Stop using the device immediately and refrain from using it again until your skin returns to its normal condition. If the inflammation or pain persists, consult a physician.
Can I use the device in the bathroom?	This product is not waterproof. Do not use it in bathrooms or other areas with high moisture levels.
Using the device during pregnancy or postpartum	Do not use this product during pregnancy, immediately after childbirth, while breastfeeding, or during menstruation.
Can I use the device while sleeping?	Do not use the device while sleeping.
How should the device be positioned?	Ensure the USB charging port faces downward when wearing the device.
Why can't I hear the voice guide?	The voice guide may be turned off. Please refer to page 14 of the user manual for instructions on turning the voice guide on.
Why does EMS stimulation feel uneven?	Differences in muscle structure or electrode placement may cause uneven stimulation. Variations in skin moisture levels can also create this sensation.

## Service & Warranty Information

### Warranty Information

- Please be sure to read the warranty terms carefully, which can be found on the last page of this user manual. Please confirm that the "retailer" and "purchase date" have been filled in correctly and keep this manual in a safe place.
- **Warranty Period:** The warranty period is one year from the date of purchase.
- **Warranty Coverage:** This warranty covers the main unit only and does not cover consumables such as conductive attachments or USB cables.
- **Warranty Exclusions:** Losses or damages caused by customer misuse are not covered under this warranty, even within the warranty period.

### Before Requesting Repair

- Please read this user manual carefully before requesting a repair. If the issue persists after troubleshooting, please contact your retailer or the manufacturer.

### Contact for Repairs

- Please contact your retailer for repairs.

### Repairs After the Warranty Period

- Please contact your retailer for repairs after the warranty period. We may offer a paid repair or replacement service, depending on the availability of parts and the extent of the damage.

### Minimum Retention Period for Spare Parts

- We maintain repair parts for a minimum of three years. Therefore, the repair period for this product is generally three years. However, repairs may be possible even after this period, so please consult your retailer.

### Important Notes When Requesting Repairs

- If you request a repair through the retailer from which the product was purchased:
- Repairs costing under JPY 10,000 will be carried out automatically as part of our standard procedure.
- If repair costs exceed JPY 10,000, we will contact either the retailer or the customer for confirmation before proceeding.