

Use & care manual

ELECTRIC HEATING PAD

KH-019M3



Snailax **SNAILAX**



IMPORTANT -- PLEASE STORE THESE INSTRUCTIONS FOR FUTURE REFERENCE. READ THE INSTRUCTIONS CAREFULLY BEFORE USING THE UNIT.

SAFETY INFORMATION

- THE APPLIANCE IS ONLY TO BE OPERATED THROUGH ITS CONTROL.
- PLEASE CHECK THE HEATING PAD BEFORE EACH USE. DO NOT USE IF YOU NOTICE WEAR, DAMAGE OR SIGNS OF IMPROPER USE ON THE CONTROL, CABLE OR HEATING PAD.
- BEFORE CONNECTING THE PRODUCT TO A POWER SUPPLY, PLEASE MAKE SURE THAT THE SUPPLY VOLTAGE STATED ON THE RATING PLATE IS WITHIN THE ALLOWED POWER RANGE.
- DO NOT FOLD OR CREASE THE HEATING PAD DURING USE.
- DO NOT PIERCE THE PAD WITH OR ATTACH SAFETY PINS OR OTHER SPIKY, OR SHARP OBJECTS TO THE PAD.
- DO NOT USE THE HEATING PAD ON CHILDREN OR PERSONS WHO ARE DISABLED, ASLEEP OR INSENSITIVE TO HEAT.
- THE UNIT IS DESIGNED FOR HOME USE ONLY.
- DO NOT KEEP THE HEATING PAD SWITCHED ON AFTER YOU FALL ASLEEP.
- PROLONGED USE OF THE HEATING PAD AT A HIGH SETTING COULD LEAD TO SKIN BURNS.
- DO NOT COVER THE HEATING PAD WITH ANY OTHER CUSHIONS. THE CONTROL SHOULD NOT BE COVERED OR PLACED ON OR BELOW THE HEATING PAD WHILE IT IS IN OPERATION.
- DO NOT SIT ON THE HEATING PAD, ONLY PLACE THE PAD ON THE PART OF YOUR BODY YOU WANT TO TREAT.
- NEVER TOUCH A HEATING PAD THAT HAS FALLED INTO WATER, UNPLUG THE UNIT FROM POWER IMMEDIATELY.
- KEEP THE POWER CORD AWAY FROM HOT SURFACES.
- NEVER CARRY, PULL OR TURN THE HEATING PAD BY THE CORD AND DO NOT LET THE CORD GET TANGLED.

Safety Instructions

- DO NOT USE THE HEATING PAD WHEN IT IS WET AND ONLY USE IT IN DRY ENVIRONMENTS(NOT IN THE BATHROOM OR SIMILAR ENVIRONMENTS).
- DO NOT EXPOSE THE CONTROL AND CABLE TO MOISTURE OR HUMID.
- IF A FAULT OCCURS,DO NOT ATTEMPT TO REPAIR THE UNIT BY YOURSELF. REPAIRS MUST ONLY BE CARRIED OUT BY AN AUTHORIZED TECHNICIAN OR OTHER SUITABLY QUALIFIED PERSONNEL.
- IF THE CABLE IS DAMAGED,IT MUST BE REPLACED BY ITS MANUFACTURER.ITS SERVICE AGENT OR SIMILARLY QUALIFIED PERSONS IN ORDER TO AVOID A HAZARD.

WARNING:

- CONSULT YOUR DOCTOR BEFORE USING THE HEATING PAD IN CASE YOU HAVE ANY HEALTH CONCERNS.
- DO NOT USE THE HEATING PAD ON PARTS OF THE BODY THAT ARE SWOLLEN,INJURED OR INFLAMED
- IF YOU EXPERIENCE PERSISTENT PAINS,IT CAN BE SYMTOMS OF SERIOUS ILLNESS STOP USING IMMEDIATELY AND CONSULT YOUR DOCTOR.
- IF YOU EXPERIENCE ANY PAIN OR DISCOMFORT WHILE USING THE UNIT, STOP USING IT IMMEDIATELY
- DO NOT USE THIS PRODUCT FOR MEDICAL TREATMENT.

Have question ?



Tel: 734-709-6982

Monday-Friday 9:00AM-4:30PM



Email: support@snailax.com

INSTRUCTIONS BEFORE USING

PLEASE CHECK IF THE UNIT AND ITS PARTS ARE INTANT AND NOT DAMAGED.IN ANY WAY,IF THERE IS ANY ISSUE,PLEASE CONTACT THE SELLER.



WARNING:

PLEASE ENSURE THAT POLYBAG IS KEPT AWAY FROM CHILDREN! RISK OF SUFFOCATION!



IMPORTANT SAFETY INSTRUCTIONS, DO NOT DESTROY

DANGER-- TO REDUCE THE RISK OF BURNS, ELECTRIC SHOCK AND FIRE, THIS RODUCT MUST BE USED IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS.

1. READ ALL INSTRUCTIONS
2. DO NOT USE WHILE SLEEPING.
3. NEVER LEAVE THIS APPLIANCE UNATTENDED, ESPECIALLY IF CHILDREN ARE PRESENT.
4. DO NOT USE ON AN INFANT.
5. DO NOT USE ON AN ANIMAL.
6. THIS PAD IS NOT TO BE USED ON OR BY AN INVALID, SLEEPING OR UNCONSCIOUS PERSON, OR A PERSON WITH POOR BLOOD CIRCULATION UNLESS CAREFULLY ATTENDED.
7. DO NOT USE ON AREAS OF INSENSITIVE SKIN.
8. BURNS CAN OCCUR REGARDLESS OF CONTROL SETTING, CHECK SKIN UNDER PAD FREQUENTLY.
9. DO NOT USE PINS OR OTHER METALLIC MEANS TO FASTEN THIS PAD IN PLACE.
10. DO NOT SIT ON OR CRUSH PAD – AVOID SHARP FOLDS.
11. POSITION PAD ON TOP OF, AND NOT UNDERNEATH THE BODY. HEAT LEVEL MAY INCREASE WHEN HEAT IS TRAPPED.

Instruction

12. NEVER USE PAD WITH LINIMENTS, OINTMENTS OR SALVES, ESPECIALLY THOSE CONTAINING HEAT-PRODUCING INGREDIENTS, AS SKIN BURNS COULD RESULT.
13. NEVER PULL THIS PAD BY THE SUPPLY CORD.
14. DO NOT USE THE CORD AS A HANDLE
15. LOOP CORD LOOSELY WHEN STORING. TIGHT WRAPPING MAY DAMAGE CORD AND INTERNAL PARTS
16. NEVER UNPLUG PAD FROM ELECTRICAL OUTLET WITH A WET HAND.
17. USE THIS PAD ONLY ON A 120 VOLT AC ELECTRICAL OUTLET. UNPLUG WHEN NOT IN USE.

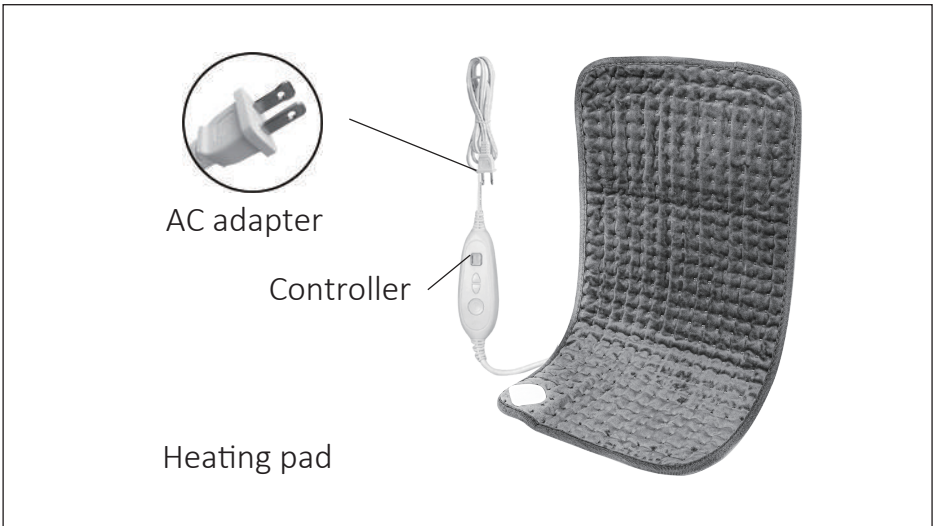
Failure to observe the above instructions may constitute misuse of the product and can cause serious injury or burns.

Instruction

Thank you for purchasing Electric Heating Pad from SNAILAX. With normal care and proper treatment, it will provide years of reliable service.

**Please read all instructions carefully before use this product.
Please retain this manual for future reference.**

FEATURES



Instruction

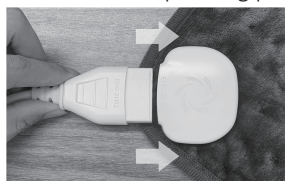
TECHNICAL DATA

Item No.:	KH-019M3
Measurements:	11.8 x 23.6 inches (Unbutton)
Weight:	1.3lbs
Input:	Input: AC120V/60Hz
Rated Power:	72W
Automatic runtime:	2Hours



Setup and Operation

1. Connect the power cable to the corresponding port on the heating pad.

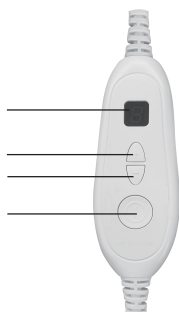


2. Plug in an electric outlet(120V/60Hz).
 3. Turn on the device by operating controller(refer to controller instructions.).
 4. When finished unplug the power cable from the outlet.
- The device will automatically switch off after 2-hour timer runs out.
 - Do not setup or use the device in a bathroom or similary wet/damp areas.
 - Ensure the device is not exposed to direct sunlight or placed near sources of heat.

Controller instructions

Digital Display Screen

**Temperature +
Temperature -
Power Button**



1. Plug into an electric outlet,
The digital screen will show 8 , and
after 1 second, 8 will disappear and
the heating pad is on standby mode.
2. Press the Power button to turn on
the heating pad.
Press the Temperature + /- Button to
select the heat between 1-6 levels.
(Default setting is level 3.)

Note:

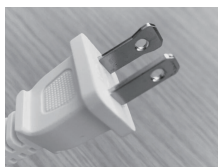
This product produces a warming heat. It is not intended to be used as a therapeutic heating pad. Please allow a few minutes to reach maximum temperature.

Care and Cleaning Instructions

1. Before cleaning the pad, unplug it from the power outlet, unplug the cable from heating pad and let it cool down for at least ten minutes.
2. DO NOT immerse the power cable with controller in water.
3. The heating pad can be washed in a normal wash at Max 104F.
4. DO NOT wipe the product with alcohol or harsh chemicals such as thinner or bleach.
5. DO NOT try the heating pad in a tumble drier.
6. The heating pad can be cleaned with a soft brush when dry.
7. DO NOT dry cleaning.
8. Make sure the product is completely dry before the next use.
9. Store the heating pad in a cool, dry place out of reach of children.
10. Avoid contact with sharp edges or pointed objects which might cut or puncture the fabric surface.

TROUBLESHOOTING GUIDE

Problem	Cause	Solution
The appliance does not warm up	The appliance is not connected to power	Inset the power plug into the power socket and switch on the appliance
	The appliance is not seitched on	Switch on the appliance
	The appliance is defective	Please contact customer service
The letter "P" is shown on the display screen or the display does not light up	The pad part and the controller are not, or not correctly connected	Unplug the power plug properly. plug the heating pad into the controller, re-switch on the controller.
	The appliance is defective	Please contact customer service
The letter "E" is shown on the display screen	The pad controller has overheated protection	Unplug the power plug, sprecd out the pad and let it cool down, then re-switch the controller.
	The pad heating element has damaged due to overheated, the controller has blown the over-tempthermal fuse	The pad is damaged. Need to be scrapped.



Note:

This heating Pad has a polarized plug (one blade is wider than the other) as a safety feature. This plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician.

WARRANTY

If the product(s) is damaged or defective within a reasonable time, Snailax offers the warranty as below.

Period	Return for refund	Return for replacement	Who paid shipping?
Within 30 Days	Yes	Yes if undamaged	Snailax
31- 90 Days	Yes after being justified	Yes after being justified	Snailax
91 Days - 1 Year	No	Yes after being justified	Buyer
1 Year - 3 Years	No	Only to buyers who have received extended warranty	Buyer

Snailax warrants the product to be free from defects in workmanship and materials, under normal use, for a period of 12 months from the original invoice date, except as noted below. Snailax products can be repaired or replaced within warranty period or returned for refund within 90 days if the products break down in the period of proper use.

The warranty extends only to consumers, NOT to any retailers or resellers. This warranty is effective only if the product is purchased and operated in the country in which the product is purchased. Warranty claims for product defects, unless extended warranty is registered, expire 12 months from the purchase day. Warranty claims CANNOT be processed for items that have exceeded the warranty period. The warranty does NOT cover the replaced, refurbished product. The warranty does have other limitations as below "Warranty Limitations". To obtain warranty service on Snailax products, follow "Warranty Claim Procedures" below.

Warranty Claim Procedures:

1. Any product the customer believes is defective and seeks for warranty, the customer must provide to Customer Support:
 - a) Valid proof of purchase (see below the definition of valid proof of purchase);
 - b) Pictures and/or description are required to claim defective merchandise;
 - c) Model number and Series Number label attached to each product
2. If the warranty claim is justified by Snailax Customer Support, customer(s) will obtain from Snailax a Warranty/Return Authorization Number (RMA Number)
3. Snailax reserves the right to specify that items be returned to the designated warehouse for inspection or be inspected by our representative in the field or be retained by customer.
4. Any claim for defective merchandise returns must be packed in original packaging
5. The item(s) will be repaired or replaced or a refund credit will be issued once the item(s) are delivered. When returning items with RMA# and a prepaid shipping label provided by Snailax, Snailax takes responsibility for any damage or loss incurred in transit.

Valid proof of purchase under this Warranty:

Order numbers from online purchases made through Snailax official store (www.snailax.com) or Snailax's direct-authorized resellers, currently only at Amazon/eBay/Walmart. For product(s) obtained from other Channels, please contact the customer service of the Channel directly for appropriate solution.

WARRANTY

Warranty Limitations(this warranty does not include):

Normal wear and tear; Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial use; Any condition resulting from incorrect or inadequate maintenance or care; Damage resulting from misuse, abuse, negligence, accidents or shipping damage, exposed to environmental conditions temperatures, water, improper operation,improper installation, improper use of electrical supply; transportation damage; theft,vandalism or;Damage resulting from the attachment or modification of any unauthorized accessories;Fail to show the valid proof of purchase;Lost or stolen products;Items that have expired their warranty period; No quality-related issues (after 30 days of purchase);Free product/ Gift offer by Snailax; unauthorized repairs or modification; Replaced or refurbished product.Dissatisfaction due to buyer's remorse (after 30 days of purchase).

Refund Procedures:

(Refer to <https://www.snailax.com/pages/refund-policy> for detail instructions)

Warranty Disclaimer

THE WARRANTY PROVIDED HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY. SNAILAX SHALL HAVE NO LIABILITY FOR, AND EXPRESSLY DISCLAIMS ANY WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THIS WARRANTY STATEMENT, INCLUDING, WITHOUT LIMITATION

- (1) THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE;
- (2) ANY WARRANTY OR AFFIRMATION OF FACT RELATED TO MISUSE, IMPROPER SELECTION, RECOMMENDATION, OR MISAPPLICATION OF ANY PRODUCT; AND
- (3) ANY WARRANTY OR AFFIRMATION OF FACT THAT THE CATALOGS, LITERATURE AND WEBSITES IT PROVIDES ACCURATELY ILLUSTRATE AND DESCRIBE PRODUCTS.

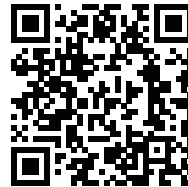
Snailax reserves all the right for final interpretation of these Terms of Warranty and Return Policy above and the aright to change, modify, add or remove portions of these terms at any time without prior notification.

Extend Warranty for Free

1) Extend your warranty to 3 years by visiting our Snailax online service center at <http://support.snailax.com> or by scanning the QR code below:



2) Alternatively, like our Snailax Facebook page at <https://facebook.com/snailax> or scan the QR code below, to message us with your purchase proof



Your application for a free warranty extension must be completed within 60 days of purchase.

FCC STATEMENT

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio / TV technician for help.
- This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WARNING: Changes or modifications to this unit is not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Know more about Snailax



SNAILAX CORPORATION



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Web: www.snailax.com

*Please provide your order number before contacting customer support