

Use & care manual

Electric Heating Wrap

KH-019SHF2



 **SNAILAX[®]**

Safety Instructions



To operate this warming product properly and safely, there are some critical safety precautions you need to follow. As with all electrical appliances, there is an inherent danger of overheating, fire or personal injury if the product is not used correctly. Please carefully read what follows before using the warming product.

Never use this warming product with:

Infants or very small children;
People with disabilities;
Anyone who is immobile or cannot operate the controls properly;
Anyone who is insensitive to heat (e.g. a person with poor circulation);
Anyone who cannot or will not understand these directions.

Setting up

NEVER trap or pinch any of the electrical cords in any way.
Make sure the cords are NEVER rested between the mattress and box springs.
The heated area should always lie flat to prevent overheating.
If the plug does not fit into your outlet, contact a qualified electrician.
Be sure that the power supply is used only on 120V, 60 HZ current supply.
Make sure the cord from the controller to your heated product is connected and locked tightly.
You may use this electric product with any sheet mattress pads or other blankets but NEVER in combination with any other electric blankets or electric mattress pads.
The warming product should never be folded, balled up or bunched in any way when in use, or it may result in overheating and/or permanent wrinkling of the fabric.

Care and Maintenance

Do not use with generators, power converters, or inverters.
NEVER use pins in and around the warming product.
Cats, dogs and other pets should always be kept away from the product, as a sharp claw may result in damage to the heating element.
Keep the controls away from drafty areas that may become damp or wet, such as an open window.

FOR MACHINE WASHING, USE GENTLE MODE; DO NOT TUMBLE DRY.

Safety Instructions

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

-- To reduce the risk of burns, electric shock and fire, this product must be used in accordance with the following instructions.

1. Read all instructions.
2. Never leave this appliance unattended,especially if children are present.
3. DO NOT sit on the heating wrap
4. DO NOT use while sleeping
5. DO NOT use on an infant.
6. DO NOT use on an animal.
7. Burns can occur regardless of control setting,check skin under heating wrap frequently.
8. DO NOT use in an oxygen enriched environment.
9. DO NOT use pins or other metallic means to fasten this heating wrap in place.
10. Position heating wrap on top of, and not underneath the body, heat level may increase when heat is trapped.
11. Never use heating wrap with liniments, ointments or salves,especially those containing heat-producing ingredients, as skin burns could result.
12. Never pull this heating wrap by the supply cord.
13. Never unplug the heating wrap from electrical outlet with a wet hand.
14. DO NOT use the cord as a handle.
15. DO NOT bend or pinch the cord and do not use this heating wrap if it has a damage power cord or plug, if it malfunctions, has been dropped,or is damaged. This pad has no user-serviceable parts. If for any reason this heating pad does not function satisfactory, see warranty for service information.
16. DO NOT tamper with this heating wrap in any way.
17. Loop cord loosely when storing, tight wrapping may damage cord and internal parts.

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

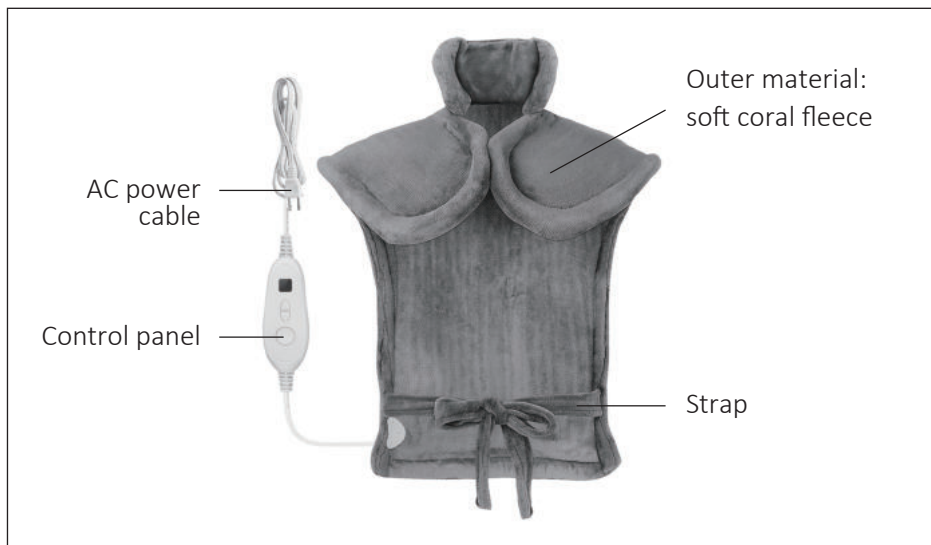
Instruction

Thank you for purchasing Electric Heating wrap 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



CONTENTS

- Electric Heating Wrap
- User manual

TECHNICAL DATA

Item No.:	KH-019SHF2
Measurements:	24 x 33 inches
Weight:	2.68 lbs
Input:	Input: AC120V/60Hz
Rated Power:	100 W
Automatic runtime:	2-hours



LISTED
E505578

CONFORMS TO UL STD.130
CERTIFIED TO CSA STD.C22.2 No.15

Setup and Operation

When setting up your heating wrap, be sure to follow these steps in order.

1. Place the Heating Wrap on the shoulder and buckle the button on the armband.(Img.1)
2. Tie the straps in front of the abdomen.(Img.2)
3. Connect the power cable to the connector on the heated wrap. To connect the cable to the connector, align the connector and cable arrows and push gently until it locks.

CAUTION: The cable must be fully plugged in. A loose connection could cause a fire hazard.(Img.3)



Img.1



Img.2



Img.3

4. Plug the power cord into an electric outlet(120V/60Hz).
5. Make sure all cords are tangle free and not trapped or pinched in any way.
6. Do not wrap the controller in the heated product while in use.
7. Do not use with generator power.
8. Turn on the device by operating the controller (refer to controller instructions.).
9. To disconnect the controller, first unplug the cord from the outlet, then pinch sides of the connector and pull apart.

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:

- The device will automatically switch off after 2-hours timer runs out.
- Do not setup or use the device in a bathroom or similiary wet/damp areas.
- CAUTION: Always turn off the device and disconnect the power cord from the outlet when not in use.

Care and Cleaning Instructions

WASHING INSTRUCTIONS

NEVER DRY CLEAN OR USE BLEACH. BEFORE WASHING, DISCONNECT ALL CORDS.

MACHINE WASHING

NEVER submerge cords or control unit. Place textile portion without cords in the washing machine. Machine wash warm on gentle or delicate cycle.

HAND WASHING

Washing your warming product by hand is the best way to make it last. To do this, disconnect all cord(s). Wash your textile separately by hand in a tub of lukewarm (100 °F) water using a small amount of mild laundry soap or detergent. Soak for 5 minutes. Next, gently work the textile up and down for five more minutes. NEVER rub or scrub. Rinse thoroughly in cool water until all traces of soap or detergent are gone. Squeeze excess water out by hand, NEVER twist. Do not use a wringer.

DRYING INSTRUCTIONS

NEVER USE COMMERCIAL DRYERS AT THE LAUNDROMAT THEY MAY BE EXTRA HOT AND COULD DAMAGE THE WIRING. DO NOT IRON. DO NOT PLUG IN UNTIL COMPLETELY DRY.

MACHINE DRY

To machine dry, put your product into a dryer on low heat and allow to tumble until dry. Ensure that the textile has enough room to tumble freely. If product draws in during washing, while still damp gently stretch until it returns to its original size.

LINE DRY

You can line dry, simply by draping over two parallel clotheslines or a shower rod with the head and foot ends down. Do not reconnect warming products until they are completely dry. Do not use clothes pins that can pinch wires.

STORAGE

Store as you would any other bedding, folded in a dry place.

Troubleshooting Guide

Q: The indicator light on my controller is flashing. What should I do?

A: Turn the controller off. Unplug the controller from the wall outlet. Unplug the controller cord from the product. Wait 30 seconds and reconnect, making sure the arrows are properly aligned. Now plug into the 120 volt wall outlet. Push control button until the temperature is on high. If you still have issues, contact customer service.

Q: The controller is lit but the product does not heat up.

A: Test the product by folding the textile over on itself and turning the setting to high. Ensure that the indicator light is on. After approximately five minutes, carefully feel between the layers. Caution: Never leave the product turned on and folded up for more than 5-7 minutes.

Q: I feel some warmth but not a lot. How warm should this product get?

A: This product will provide enough warmth to keep you quite comfortable even in a very cold room. In normal operation, it does not feel hot to the touch, however the warmth is evident when in use.

Q: Why is my controller warm?

A: A small amount of heat is produced when transferring power from the wall to the product. This warmth is completely normal and is nothing to be concerned about.



Note:

This Heated Blanket 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 you have any issue about the product, please feel free to contact us by sending email to support@snailax.com. We will strive to provide the best service possible within 24 hours.

30 days unconditionally return

Snailax product can be returned to receive a full refund for any reason within 30 days. Please contact our customers service (support@snailax.com), our staff will contact you within 24 hours.

90 days return/replace

Snailax product can be returned / replaced within 90 days if the product break down in the period of proper use.

12 months Warranty

If the product breaks down within 12 months in the period of proper use, customers can still seek for the relevant product warranty to get it replaced.

Attention!

No warranty will be given to any force majeure or man-made causes for a defective product, such as improper care, personal tear down and willful damage, etc.

Extend Warranty for Free

- 1) Enter the following URL or scan the QR code below to find Snailax facebook page and like it, enter "Warranty" to messenger to extend your warranty from 1 year to 3 years.



<https://www.facebook.com/snailax>

- OR 2) Send message "Warranty" and email us support@snailax.com to extend your warranty from 1 year to 3 years.

Have question ?



Tel: 734-709-6982

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



Email: support@snailax.com

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.

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- 1) Enter the following URL or scan the QR code below to find Snailax facebook page and like it, enter“Warranty” to messenger to extend your warranty from 1 year to 3 years.



<https://www.facebook.com/snailax>

- OR 2) Send message“Warranty” and email us support@snailax.com to extend your warranty from 1 year to 3 years.

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



2750 Carpenter Road, Suite 1 B, Ann Arbor, 48108
Tel: 734-709-6982 (Monday-Friday 9:00AM-4:30PM)
Email: support@snailax.com
Web: www.snailax.com

*Please provide your order number before contacting customer support