

Use & care manual

Shiatsu Back Support Massage Cushion

SL-132



Snailax **SNAILAX**

Safety Instructions



**Please read the following instructions carefully before putting your massage device into use to ensure trouble-free operation and optimum efficiency.
Please retain these operating instructions for further use!**

- The massage device conforms to recognized technical principles and the latest safety regulations.
- Do not wet, do not use pins, never remove cover.
- This item is NOT A TOY. Close supervision is necessary when this appliance is used by, on, or near children or disabled persons.
- This appliance should never be left unattended when plugged in.
- Any possible repairs may only be carried out by authorized expert staff. Improper use and unauthorized repairs are not permitted for safety reasons and lead to loss of warranty.
- Never touch the power plug with wet hands.
- Please avoid contacting the device with water, high temperatures and direct sunlight.
- Do not use any damaged cables, plugs or loose sockets.
- If plugs or cords are damaged, they must be replaced by the manufacturer, a service representative or by qualified personnel.
- In case of malfunction, disconnect immediately from the mains.
- Do not use if you have skin disorders, open wounds, or swollen or inflamed areas.
- Misuse or incorrect use excludes any liability for damage.
- Do not use this device while driving.
- Do not use while you sleep.
- Do not use on infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.
- The device is not to be used for commercial use or medical purposes.
- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not be exceeded 15 minutes at a time.
- Each massage – even a hand massage – must be refrained from during pregnancy or if one or more of the following complaints are present in the massage area: recent injuries, thrombotic diseases, all kinds of inflammations and swellings, and cancer. It is recommended to consult a doctor before having a massage for the treatment of ailments and illnesses.
- If you are dependent on electrical aids e.g. pacemakers, please be sure to consult your doctor for medical advice before taking a massage.
- The packaging material supplied should not be used as a toy.
- Failure to observe the above instructions may constitute misuse of the product and can cause serious injury or burns.

Have question ?



Tel: 734-709-6982

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



Email: support@snailax.com

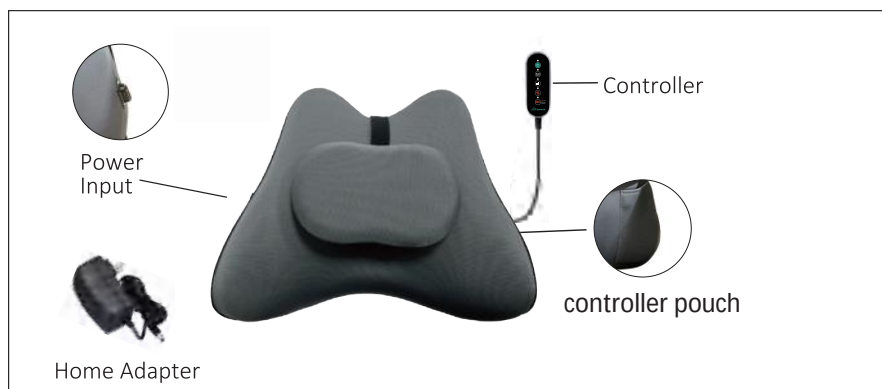
Instruction

Thank you for purchasing Snailax Shiatsu Back Support Massage Cushion. With normal care and proper treatment, it will provide years of reliable service.

Please read all instructions carefully before using this product.

FEATURES

- 3 levels of shiatsu intensity
- 2 heat settings
- Easy to use by operating the hand controller



TECHNICAL DATA

Measurements:	18 x 2.2 x 4.5 inches
Weight:	3.4 lbs
Voltage:	Input: AC 100-240V ~50/60Hz Output: 12VDC 2.0A
Nominal Power:	max. 24 W
Automatic runtime:	15 minutes

Note:

Default timer for massage: 15 mins

Default timer for heating : 15 mins, through TIMER button
to choose 15/30/60 mins

Setup and Operation

1. Place the massage cushion on the chair or a support surface.
2. Connect the adapter cable to the corresponding cable on the massage cushion.



Adjustable Pillow

Install or remove pillow for a softer or more intense massage.

3. Plug the home adapter into an electric outlet between 100~240V.
4. Turn on the device by operating controller (refer to controller instructions below.).
5. Unplug the adapter from the outlet when not in use.

- The device will automatically switch off after the timer runs out.
- Do not setup or use the device in a bathroom or similiary wet/damp areas.
- Ensure the device is not exposed to direct sunlight or placed near sources of heat.

Controller instructions

Power Button :

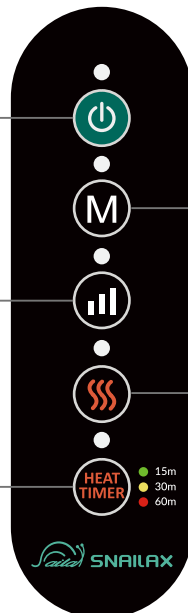
Press to turn on the massager. It starts shiatsu massage and heating at high intensity. The shiatsu massage balls automatically rotates clockwise and anti-clockwise. Press again to turn off the massager.

Intensity Button:

Press this button to set the massage intensity at High/medium/low level. The corresponding indicators are always on.

Heat timer Button :

Press to set the heat timer of 15, 30, or 60 minutes. The default timer is set to 15 minutes. The corresponding indicators are always on.



Mode Button:

When the massager is turned on. Press to shift Shiatsu clockwise rotation or Shiatsu anti-clockwise rotation. The corresponding Indicators are always on. Press again to turn off the massage function.

Heat Button:

Press this button to choose High/ Low/Off setting for heating. The corresponding indicators are always on.
Low level: Yellow;
High Level: Red.

Care and Cleaning Instructions

CARE AND MAINTENANCE

- Always unplug the unit before cleaning it. Never touch the power plug with wet hands.
- Before cleaning, allow unit to cool.
- Wipe the unit with a soft, dry cloth. Do not use cloths containing any kind of chemical or alcohol and solvent liquids.
- Never submerge any part of the unit in liquid.
- If the unit is particularly dirty, use the following instructions:
 1. Dampen a cloth in water or a 3%–5% mild detergent solution.
 2. Wipe the dirty areas with the wet cloth.
 3. Wipe the areas with a soft, dry cloth.
 4. Wait for the unit to become fully dry before use.
- Place massager in a safe, dry, and cool place. Avoid contact with sharp edges or pointed objects which might cut or puncture the surface.

TROUBLESHOOTING

Problem	Solution
Device switches off suddenly.	Device may have been in use for 15 minutes. Auto-shutoff function activated. Continue using by pressing the 'On' button after resting the unit for 15 minutes.
Device fails to start.	Over-heat protection function activated. Device is switched off for your safety. Please rest device for 15-30 minutes before restarting.
	Check if device has been used for more than 15 minutes. If so, let device rest for 15 minutes before continuing. Device may require longer time to cool in warmer environments.
	Check if adaptor output is connected to device power inlet wire.

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 from 1 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.

ORDERING REPLACEMENT PARTS

To order additional parts and attachments ,visit <http://www.snailax.com>

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



SNAILAX

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*Please provide your order number before contacting customer support