

Use & care manual

BACK MASSAGER WITH HEAT SL-146



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 instructions for further reference!

- The device conforms to recognized technical principles and the latest safety regulations.
- This item is NOT A TOY. Close supervision is necessary when this appliance is used by, on, or near children or disabled persons. Do not allow children to play with product.
- Do not allow more than one person to use this product at a time.
- The device should never be left unattended when plugged in.
- Never use any power sources other than UL standard home adapter provided as original equipment with this massage device.
- 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.
- Please avoid contact of the device with water, high temperatures and direct sunlight.
- Do not damage, process, excessively bend, pull hard, twist or knot power cord.
- Do not use any damaged cables, plugs or loose sockets.
- Do not use the product when the power cord is damaged.
- In case of malfunction, disconnect immediately from the mains.
- Misuse or incorrect use excludes any liability for damage.
- Do not use while you sleep.
- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not be exceeded 30 minutes at a time.
- The device is not to be used for commercial use or medical purposes.
- During use, if you feel abnormal, please stop using this product immediately, and then consult your doctor.
- Do not use with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.



We recommend that those with any of the following conditions consult a doctor before using this massage device.

1. Those who are using electronic medical instrument imbedded in the body, such as cardiac, pacemaker etc.
2. Those who are being treated by doctors, especially those who feel uncomfortable.
3. Those who are malignant tumor patients, heart disease patients, acute patients.
4. Women who are pregnant or menstruating.
5. Those with osteoporosis or fracture spine.
6. Those with skin disease or those whose skins are injured.
7. Those whose body temperature is over 38 degrees (Febrile Phase).

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 back massage with heat.
With normal care and proper treatment, it will provide years of reliable service.

Please read all instructions carefully before using this product.

Please retain this manual for future reference

FEATURE

- Shiatsu massage with 3 levels of intensity
- Soothing heat with 2 selectable levels
- Ergonomic design
- Auto 30-minute timer

CONTENTS

- Back Massager with Heat
- 12V home adapter

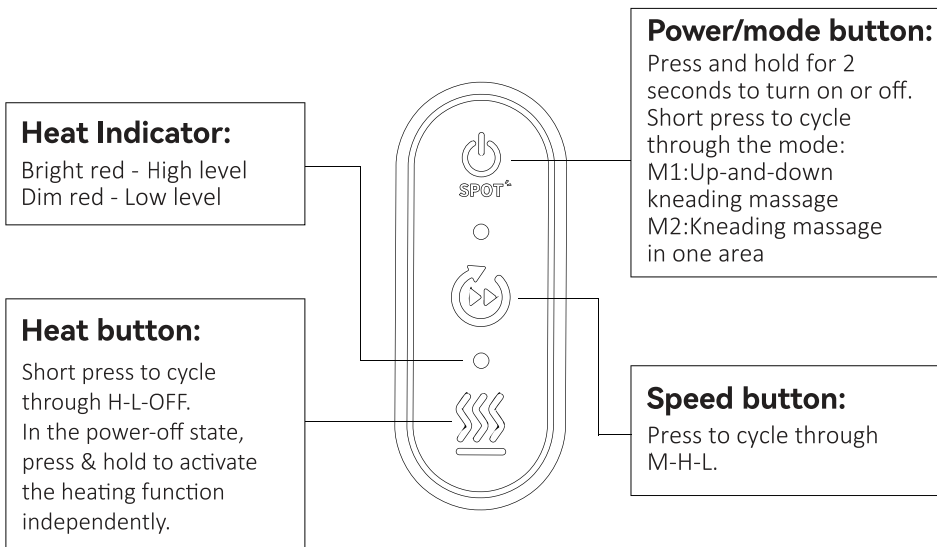


TECHNICAL DATA

Measurement:	16.73 x 3.74 x 12.20 INCHES
Weight:	3.97 LBS
Voltage:	Input: 100-240V~50/60Hz Output: DC12V 2A
Nominal Power:	24 Watt

Setup and Operation

1. Place the massage pillow on the chair, sofa or other support.
2. Connect the adapter cable to the corresponding cable on the massage.
3. Plug the home adapter into an electric outlet between 100-240V.
4. Turn on the device by operating the mode buttons (refer to instructions below.).



Buzzer:

Power/mode button: on or off(1 beep) - spot massage(2 beeps)

Speed: Low(1 beep) - Medium(2 beeps) - High (3 beeps)

Heat: Low heat (1 beep)-High heat(2 beeps)

5. When finished, unplug the adapter from the outlet.

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

Care and Cleaning Instructions

1. Do not wash in washing machine or immerse the product or the adapter in water.
2. Always switch off before cleaning and remove the adapter from the socket with clean, dry hands.
3. The device should be wiped with a slightly moist cloth and dried thoroughly.
Do not wipe the product with alcohol or harsh chemicals such as thinner or bleach.
4. Do not overstretch the elastic straps.
5. Keep away from heat, fire or exposure to direct sunlight.
6. Store the massager in a cool, dry place out of reach of children.
7. Avoid contact with sharp edges or pointed objects which might cut or puncture the fabric surface.

TROUBLESHOOTING GUIDE

Fault	Solutions
Device switches off suddenly	The device will switch off when the timer runs out. Press the “Power” button to continue using it. If the device has run for 30 mins, restart after resting the unit for 15 mins.
	Over-heat protection function activated. Device is switched off for your safety. Please rest device for 15-30 mins before restarting.
Device fail to start	Check if device has been used for more than 30 mins. If so, let device rest for 15 mins before continuing. Device may require longer time to cool in warmer environments.
	Check if the adapter is plugged into the socket.
	Check if the adapter output is connected to the 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 year 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



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*Please provide your order number before contacting customer support