

Use & care manual

Ultra-Slim Shiatsu Back Massager with Heat

SL-15A5



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 contact of the device with water, high temperatures and direct sunlight.
- Do not use any damaged cables, plugs or loose sockets.
- Never operate under blankets where the air opening may be blocked.
- 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 with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.
- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not be exceeded 30 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.
- The device is not to be used for commercial use or medical purposes.

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 the Snailax Massager.

With normal care and proper use, it will provide years of reliable service.

Please read all instructions carefully before using this product.

Please retain this manual for future reference.

FEATURES

- Ergonomic design
- Soothing heat with 2 selectable levels
- Up-and-down rolling to cover the entire back
- Shiatsu massage with 3 selectable modes and 3 adjustable speeds

CONTENTS



Massage cushion



Home adapter



User manual

TECHNICAL DATA

Measurements: 23.2x18x2.8 inches

Weight: 3.5 lbs

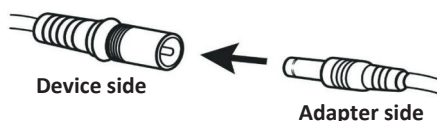
Voltage: Input: 100-240V ~50/60Hz

Output: 12V =2A

Nominal Power: 24W

Setup and Operation

1. Place the device on a chair or sofa, or place it on other support.
2. Connect the adapter cable to the corresponding cable on the device.



3. Plug the home adapter into an outlet between 100-240V.
4. Turn on the device using the hand controller (instructions as below).
5. You also may soften the massage pressure by placing a blanket or towel between you and the device.

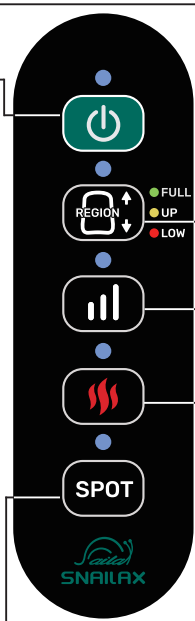
Power Button:
Press to turn on the device.
The green light stays on.
Default settings: full back shiatsu, medium speed, high heat, and 15-minute timer. Corresponding indicators will light up.
Press again to stop all functions, the device enters standby mode with a flashing red light for 3 minutes, if no button is pressed, the light turns off automatically.

Spot Button:
Press to focus massage on a specific area.
Default speed is medium.
Press again to exit.

Mode Button:
Press to cycle through the modes:
M1: Full Back Massage – Green light
M2: Upper Back Massage – Yellow light
M3: Lower Back Massage – Red light
Turning off speed will also disable this mode.

Speed Button:
Press to cycle through speed settings :
Medium speed – Yellow light
High speed – Red light
Off – Indicator off
Low speed – Green light

Heat Button:
Press to cycle through heat settings:
High heat – Red light
Low heat – Yellow light
Off – Indicator off





- This device will switch off automatically after the set timer runs out.
- Do not set up or use the device in a bathroom or similarly wet / damp areas
- Do not use this device while driving.
- Sit upright against the chair back and allow the massager to rest naturally against your back. Do not lean forward or apply excessive pressure.

- For your own safety, we equip the device with protection against over-heating. Heat is created in the motors when they are placed under great stress and excessive pressure. Before this could create any risk and after the set timer runs out, the device will switch off automatically and will only allow switching on again after an appropriate downtime.
- Likewise, you should allow your body some rest periods. To avoid straining your muscles too much, we recommend not exceeding a continuous massage of 30 minutes.

Care and Cleaning Instructions

1. Do not wash in washing machine or immerse the product or the adapter in water.
2. Always unplug the device before cleaning, Clean only with a soft, dry cloth.
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. Keep away from heat, fire or exposure to direct sunlight.
5. Do not apply excessive pressure or impact onto massager/massage heads. Applying a direct force in excess of 110lbs, may damage your device and invalidate your warranty. Refrain from over usage of the device.
6. Store the device in a cool, dry place out of reach of children.
7. Avoid contacting with sharp edges or pointed objects which might cut or puncture the cover of device.

TROUBLESHOOTING GUIDE

Most issues are caused by excessive pressure, incorrect positioning, or the built-in safety protection being activated.

Please refer to the table below before contacting customer support.

Problem	Possible Cause	Solution
Device switches off suddenly	Auto timer has ended (15 minutes).	This is normal. Restart the device if needed.
	Overheat protection activated due to excessive pressure or prolonged use.	Turn off the device and allow it to cool for 15–30 minutes before restarting. Reduce pressure during use.
Massage heads rotate slowly or feel weak	Excessive body weight or pressure applied.	Sit upright and allow the device to rest naturally against your back. Do not lean forward.
	Incorrect positioning.	Adjust the device position and use a lower speed setting if needed.
Device does not start	Adapter not properly connected.	Ensure the adapter is securely connected to both the wall outlet and the device.
	Safety protection active after extended use.	Allow the device to rest for 15 minutes before restarting.
Jerky movement or vibration during massage	Uneven pressure on massage heads.	Adjust your sitting position to distribute pressure evenly.
	Device placed on unstable surface.	Place the device firmly against a chair or sofa back.
Infrared heat light is on, but massage heads do not move	Overload protection triggered.	Remove pressure, turn off the device, and allow it to cool for 15–30 minutes .
	Excessive pressure applied.	Restart the device with reduced body pressure.
Device stops after long use	Continuous use exceeded recommended time.	Do not exceed 30 minutes of continuous use .
	Internal temperature protection activated.	Allow sufficient cooling time. Longer cooling may be required in warm environments.

WARRANTY & CUSTOMER SERVICE

Standard Warranty:

This product is covered by a standard one-year limited warranty starting from the **date of purchase**.

The warranty covers manufacturing defects in materials and workmanship under normal use. This warranty does not cover normal wear and tear, accidental damage, misuse, unauthorized modification or repair, or non-product-related issues.

For detailed warranty terms, conditions, and reference information, please visit:
<https://www.snailax.com/pages/warranty-policy>

Proof of Purchase:

Please retain your order ID or receipt from an authorized seller to validate your claim.

Extend Your Warranty Coverage

Register your product within **30 days of purchase** to receive an **additional 1-year warranty extension**.

You may register in either of the following ways:

- 1) Visit <https://support.snailax.com> or scan the QR code to submit your order details.
- 2) You may also contact us on Facebook at <https://facebook.com/snailax> and send us your purchase information.



Need Help? Please Contact Us First

If you have any questions or encounter any issues, please contact our support team. We are here to help and ensure your comfort.

 **Tel: 734-709-6982** (Monday-Friday 9:00AM-4:30PM)

 **Email: support@snailax.com**

Our team will reply as soon as possible during business hours.

Defective Products & Returns

If your product is found to be defective within the warranty period, please contact us. Please **do not dispose of any product parts**, as they may be required for inspection or replacement.

We are committed to providing a suitable solution for every customer.

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.

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SNAILAX CORPORATION



SNAILAX

3914 Bestech Dr, Suite A,Ypsilanti, MI 48197, USA

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