



Use & care manual

Shiatsu massage cushion with heat SL-22A5



Go Green & Get Smarter

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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 Snailax Massager.

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.

FEATURES

- Full back shiatsu massage
- 3 levels of shiatsu intensity
- 3 levels of vibration intensity
- Soothing heat with 2 selectable levels
- 10/15/20 minutes timer

TECHNICAL DATA

Measurements: 44*16.7*5.9 inches

Weight: 8.2 lbs

Voltage: Input: 100-240V ~50/60Hz
Output: DC12V = 2.5A

Nominal Power: 30W

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Massager



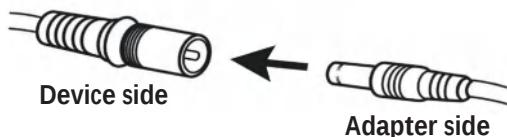
Home adapter



User manual

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 by operating the hand controller (instructions as below).
5. To reduce massage intensity, you may place a blanket or towel between your body and the device.

Controller Instruction

Shiatsu Area Buttons:
Select Upper, Lower, or Full Back to choose the area for the shiatsu massage.

Speed Button:
Press to cycle through Low, Medium, and High shiatsu speed levels.
Low – "L" light is on
Medium – "L" and "H" lights are on
High – "H" light is on

Vibration Button:
Press to activate the vibration. Press repeatedly to cycle through Low, Medium, High, and Off settings.

Timer Button:
Press to set the massage time at 10, 15 or 20 minutes.

Spot Button/▲/▼:
Press SPOT to switch between full back massage and spot massage. In spot mode, press & hold arrow buttons to adjust shiatsu roller position up or down.

Heat Button:
Press to cycle High-Low-Off setting of heating function.

Auto Button:
After power on, press to activate automatic massage mode.

Power Button:
Press to turn the device on or off. Default settings:
Medium-speed full-back massage, High-level heat, 15-minute timer.



- This device will switch off automatically after the set timer runs out.
- Do not set up or use the device in a bathroom or similiary wet / damp areas.
- Do not use this device while driving.
- 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 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. Keep away from heat, fire or exposure to direct sunlight.
5. Do not apply excessive pressure or impact onto massager/massage heads. Application of a direct force in excess of 110 lbs. 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

Fault	Solutions
Massage heads rotate at reduced speed.	The load on the massage heads is excessive. Reduce load and try again.
Device switches off suddenly.	The device will switch off when the timer runs out. If the device has run for 30 mins.,turn back on after resting the unit for 15 mins.
	Overheat protection has been activated. The device has shut off for safety reasons. Please allow it to cool for 15-30 minutes before using it again.
Device fails 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 adapter is plugged into socket and adapter output is connected to device power inlet wire.
Jerky motion of massage heads/ Vibrations from device.	Excessive pressure may have been applied onto the device.Reduce the load and try again.
Infra-red lights are on but no motion from massage heads.	Device may be jammed.Remove pressure/load from the device and press the "Power" button to try again.

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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*Please provide your order number before contacting customer support