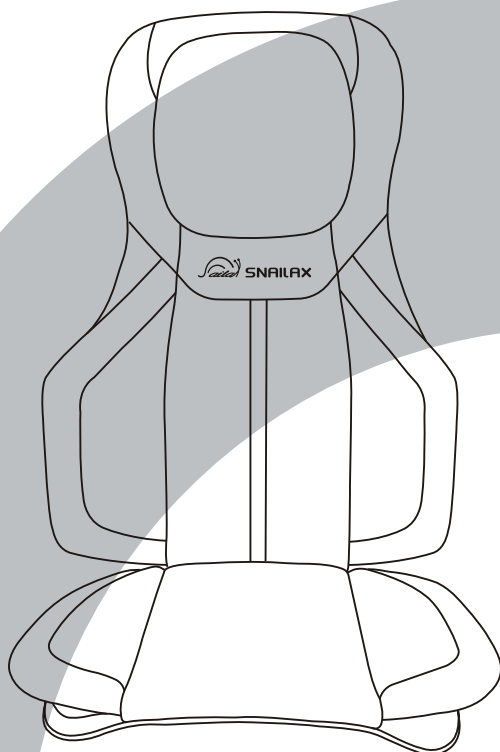




Use & care manual

SHIATSU NECK & BACK MASSAGER WITH HEAT

SL-23A9



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& pro tips



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.
- Never use any power sources other than the home adapter provided as original equipment with this unit.
- 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.
- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not be exceeded 15 minutes at a time.
- The massager is equipped with a protection against over-heating for safe use.
- 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.
- Do not use with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.

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 Shiatsu Neck & Back massager with heat by Snailax Corporation. 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.

CONTENTS

- SL-23A9 Shiatsu Neck & Back Massager with Heat
- 24 V home adapter

Removeable - - -
& Washable cover



TECHNICAL DATA

Measurements:	32x22.8inches (Back) 22x14.6inches (Seat)
Weight:	16.3LBS
Voltage:	Input: 100-240V ~50/60Hz Output: 24VDC 2.5A max. 60Watt
Nominal Power:	
Default Automatic runtime:	15 minutes

Setup and Operation

1. Attach the massager to a chair with elastic straps or place it on other support.
2. Connect the adapter cable to the corresponding cable on the cushion.
3. Plug the home adapter into an outlet.
4. Turn on the device using the controller (instructions on page 4).
5. When finished place the controller in the pouch at the side of the cushion.
6. Detachable cover for neck lets you choose a softer or more intense massage.

!Attention

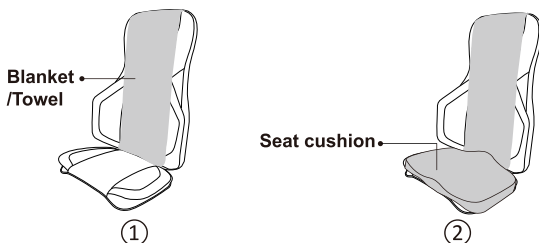
If the Shiatsu is too strong,

- ① Place a blanket or towel between you and the massager to achieve a far softer massage intensity if you still feel too strong shiatsu after installing the flap onto the cushion.

If the shiatsu can't reach your neck,shoulder or lower back area

- ② If you want to massage your neck, shoulders, and lower back, but the acupressure massage head cannot reach the desired areas, you can adjust the height of your back while sitting by placing a cushion or pillow on the seat.

Setup and Operation



- The device will automatically switch off after the timer runs out;
- Remove the adapter from the outlet when not in use.
- Do not setup or use the massager in a bathroom or similarly wet / damp areas.
- Do not use this device while driving.

!Attention

- **You should allow your body some rest periods. To avoid straining your muscles too much, we recommend to Not exceed a continuous massage of 15 Minutes per time and Not exceed 3 times use one day.**

Controller Instructions

Timer Button:

Press to set a 10/15/20 mins timer.

Air Compression Button:

Press to select Back/ Seat/ Back & Seat / Turn off air massage.

Spot Button:

Press to activate targeted (spot) shiatsu. Press again to exit spot mode and return to the previous massage mode.

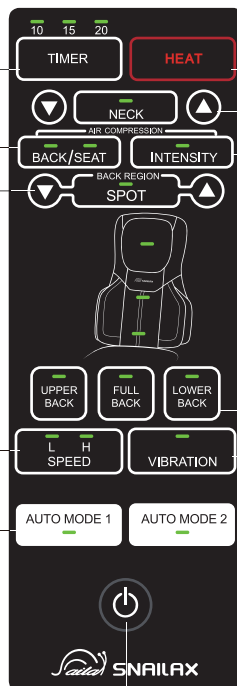
Arrow Button: Hold to move the rollers up or down.

Speed Button:

When back massage is on, press to switch Low- High speed (Default: High).

Auto Mode:

Press Auto Mode 1/2 button to activate Auto Massage Program 1/2.



Back Heat Button:

When back massage is activated, press to turn the heating On/Off.

Neck Shiatsu Button:

Press to cycle Auto- Clockwise- Counter-clockwise- Off.

Arrow Button: Hold to move the rollers up or down.

Intensity Button:

When air compression is on, press to cycle Low (Green)- Medium (Cyan)- High (Blue).

Shiatsu Area Button:

Press to select Full / Upper / Lower Back. Press again to turn off shiatsu.

Vibration Button:

Press to cycle Low (Green)- Medium (Cyan)- High (Blue)- Off.

Power Button:

Press to turn on or off the device.

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 massager 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. The Cover for neck is detachable and washable.
5. Do not overstretch the elastic back straps.
6. Keep away from heat, fire or exposure to direct sunlight.
7. Do not apply excessive pressure or impact onto massager/massage heads. Application of a direct force in excess of 110 lbs. may damage your massager and invalidate your warranty. Refrain from over usage of the device.
8. Store the massager in a cool, dry place out of reach of children.
9. Avoid contact with sharp edges or pointed objects which might cut or puncture the cover of massager.

TROUBLESHOOTING GUIDE

Fault	Solutions
Massage heads rotating at reduced speed.	The load on the massage heads is excessive. Reduce load and try again.
Massage heads only rotate in the upper or lower region.	The massage has been activated for the upper or lower back region. Press the 'Full Back' button for the massage to cover both regions.
Device switches off suddenly	Device may have been in use for 15mins. Auto-shut-off function activated. Continue using by pressing the 'power' button after resting the unit for 15mins.
	Over-heat protection function activated. Device is switched off for your safety. Please rest device for 15-30mins before restarting.
Device fail to start	Check if device has been used for more than 15mins. If so, let device rest for 15mins before continuing. Device may require longer time to cool in warmer environments.
	Check if adapter is plugged into socket.
	Check if 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 'Full Back' 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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SNAILAX CORPORATION



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*Please provide your order number before contacting customer support