

Use & care manual

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# Massage Mat

SL-347



*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 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 speed
- 3 levels of vibration intensity
- Soothing heat
- 15/20/30 minutes timer

## TECHNICAL DATA

|                       |                                               |
|-----------------------|-----------------------------------------------|
| <b>Measurements:</b>  | 61.4×18.1×3.5 inches                          |
| <b>Weight:</b>        | 7.4 lbs                                       |
| <b>Voltage:</b>       | Input: 100-240V ~50/60Hz<br>Output: DC12V =3A |
| <b>Nominal Power:</b> | 36Watt                                        |

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Massager



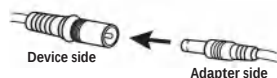
Home adapter



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. Detachable flap for back lets you choose a softer or more intense massage.



- 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.
- 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.

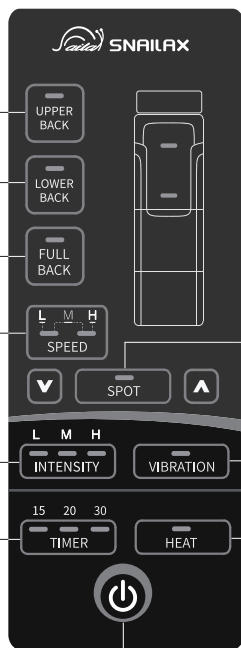
## Controller Instruction

**Shiatsu Area Buttons:**  
Press to select upper, lower, or full back to designate the area covered by the shiatsu massage.

**Shiatsu Speed:**  
Press to select Low/ Medium/High level of shiatsu speed.

**Vibration Intensity:**  
Press to cycle through Low/ Medium/High level of vibration intensity.

**Timer:**  
Press to select 15/20/30 minutes timer.



**Power:**  
Press to turn on or off the device.

**Spot:**  
Press to turn on or off the spot function(keep shiatsu in one area). Press & hold arrow buttons to adjust the shiatsu nodes position up or down.

**Vibration Mode:**  
Press to cycle through the vibration modes:  
Constant vibration - white  
Intermittent vibration - pink  
Mixed vibration - red  
OFF

**Heat:**  
Press to cycle through Low/ High/Off setting of heating.

## How to Use the Massager

**For Chair Use**



**For Bed Use**



**You can also adjust the massage intensity by changing the position of the headrest.**



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## 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.
8. The flap for back is detachable and washable.

## 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.                                  |
|                                                           | Over-heat protection function activated.Device is switched off for your safety, Please rest device for 15-30 mins before restarting.                                     |
| 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/<br>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

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](http://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 right 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.

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## Know more about Snailax



SNAILAX CORPORATION

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\*Please provide your order number before contacting customer support