

Use & care manual

HAND MASSAGER

With heating and
compression

SL-411



Snailax **SNAILAX**



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.
- Avoid using the device in the wet/damp locations, do not use pins, never remove cover.
- This item is NOT A TOY. Close supervision is necessary when this appliance is used by, 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.
- 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 exceed 15 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 inflammation 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. Failure to observe the above instructions may constitute misuse of the product and can cause serious injury or burns.
- Do not use this product for medical treatment.

Have question ?



Tel: 734-709-6982

Monday-Friday 9:00AM-4:30PM



Email: support@snailax.com

Instruction

Thank you for purchasing Snailax Hand Massager.
With normal care and proper operation, it can provide years of reliable service.

FEATURES

- Intelligent squeeze, soothing heat and vibration function.
- Personalize your massage with 3 different intensity levels.
- Perfect for people with excessive hand movement as computer clerks, pianist, artists.
- Built-in rechargeable battery.
- Light weight and easy to carry for on-demand hand massage.

CONTENTS

- Hand Massager
- USB cable



TECHNICAL DATA

Measurements:	11X7X4.75 inches
Weight:	2.08 lbs
Battery Voltage:	3.7VDC 2200mAh
Nominal Power:	Max. 8 Watt
Battery Full Charging:	≤ 3 hours
Battery Max. Runtime:	≥ 1.5hours
Default Automatic Runtime:	15 minutes

Operation and controller instructions

Customize function settings by operating the button.

ON/OFF Button:

Press and hold for 2 seconds to turn on the device until the button indicator turns green, the device starts to work at Mode 1 (Green Indicator).

Then press other button to choose modes with different intensity levels (See figure below).

Press one more time to turn off the device.

Compression Button:

Press to choose mode from M1 to M3.

Indicator:

Mode 1- Green Light

Mode 2- Yellow light

Mode 3 - Red light

Vibration Button:

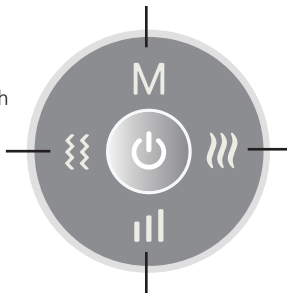
Press to turn on vibration function,
You may cycle through
Mode1, Mode 2
and Mode 3

Indicator:

Mode 1- Green Light

Mode 2- Yellow light

Mode 3 - Red light



Heat Button:

Press to activate heat function. You may cycle through Low, Medium, High or Off settings.

Indicator:

Low - Green light

Medium - Yellow light

High - Red light

Intensity Button:

Press to set the
massage intensity at
Low, Medium, High Level.

Indicator:

Low - Green Light

Medium - Yellow light

High - Red light

The corresponding function indicator will flash when the battery is low, It's time to charge.

Battery Charging

1. Connect the USB cable to the corresponding port on the device.
2. Generally, it will take 2.5-3 hours to fully charge the battery.
3. While charging, the indicator light flashes red; when full charged, the indicator light will become green.
4. If the battery is full, the device can work continuously for around 1.5 hours
5. You are able to use the massager while charging, but it is recommended to charge the battery first before using it.



Please use in the manner shown below

- This device will switch off automatically after 15 minutes timer runs out.
- Do not setup or use the massager in a bathroom or similiary wet / damp areas.
- Do not use this device while driving.
- To avoid straining your muscles too much, similarly, we recommend not to exceed a continuous massage of 15 Minutes .

Care and Cleaning Instructions

CARE AND MAINTENANCE

1. Dampen a cloth in water or a 3%–5% mild detergent solution.
2. Wipe the dirty areas with the wet cloth.
3. Wait for the unit to become fully dry before use.
4. Always unplug the unit before cleaning it.
5. Before cleaning, allow unit to cool.
6. Wipe the unit with a soft, dry cloth. Do not use cloths containing any kind of chemical or alcohol and solvent liquids.
7. Never submerge any part of the unit in liquid.
8. Place massager in a safe, dry and cool place. Avoid contact with sharp edges or pointed objects which might cut or puncture the surface.

Troubleshooting

Trouble	Reason/Solution
Can not start the massager	Battery Low/ Please charge it before using
The massager stoped abnormally	Battery runs out of power/ charge the battery or 15-minute timer expired, restart the product
Massager slight noise	It is normal working noise of the internal mechanism

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:

- Any product the customer believes is defective and seeks for warranty, the customer must provide to Customer Support:
 - Valid proof of purchase (see below the definition of valid proof of purchase);
 - Pictures and/or description are required to claim defective merchandise;
 - Model number and Series Number label attached to each product
- If the warranty claim is justified by Snailax Customer Support, customer(s) will obtain from Snailax a Warranty/Return Authorization Number (RMA Number)
- 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.
- Any claim for defective merchandise returns must be packed in original packaging
- 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) Enter the following URL or scan the QR code below to find Snailax facebook page and like it, enter“Warranty” to messenger to extend your warranty from 1 year to 3 years.



<https://www.facebook.com/snailax>

- OR 2) Send message“Warranty” and email us support@snailax.com to extend your warranty from 1 year to 3 years.

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