

Use & care manual

CORDLESS HANDHELD MASSAGER WITH HEAT

SL-498



Snailax **SNAILAX**



READ ALL INSTRUCTIONS BEFORE USE. SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.

IMPORTANT SAFEGUARDS:

WHEN USING ELECTRICAL PRODUCTS, ESPECIALLY WHEN CHILDREN ARE PRESENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

- ALWAYS unplug the appliance from the electrical outlet immediately after using and before cleaning. To disconnect, turn all controls to the 'OFF' position, then remove plug from outlet.
- NEVER leave an appliance unattended when plugged in. Unplug from the mains outlet and turn off the massager when not in use and before putting on or taking off parts or attachments.
- DO NOT reach for an appliance that has fallen in water or other liquids. Switch off at the mains and unplug it immediately. Keep dry – DO NOT operate in wet or moist conditions.
- NEVER insert pins or other metallic fasteners into the appliance.
- Use this appliance for the intended use as described in this booklet. DO NOT use attachments not recommended by SNAILAX.
- NEVER operate the appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return it to the SNAILAX Service Centre for examination and repair.
- Keep cord away from heated surfaces.
- Excessive use could lead to the product's excessive heating and shorter life. Should this occur, discontinue use and allow the unit to cool before operating.
- NEVER drop or insert any object into any opening.
- DO NOT operate where aerosol (spray) products are being used or where oxygen is being administered.
- DO NOT operate under a blanket or pillow. Excessive heating can occur and cause fire, electrocution or injury to persons.
- DO NOT carry this appliance by the cord or use cord as a handle.
- DO NOT attempt to repair the appliance. All servicing of this appliance must be performed by authorised Snailax service personnel only.
- Never block the air openings of the appliance or place it on a soft surface, such as a bed or couch. Keep air openings free of lint, hair etc.
- Do not place or store appliance where it can fall or be pulled into a bath or sink. Do not place in or drop into water or other liquid.
- Failure to follow the above may result in the risk of fire or injury
- 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.

Have question ?



Tel: 734-709-6982

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



Email: support@snailax.com

Features

Thank you for purchasing Snailax cordless handheld massager with heat. With normal care and proper treatment, it will provide years of reliable service.

Ergonomic and lightweight design

The fixed Round massage head with optional heat function

Note: When you want to activate the heat function, please do not install any of the following interchangeable massage heads

Interchangeable heads for all massage needs

Triangular massage head X2



Acupuncture massage head X2



Deep shiatsu massage head X2



Fig.1



Control buttons

(Intensity, Auto Modes, Heat, Power)



Charging adapter

TECHNICAL DATA

Model:	SL-498
Rated Voltage:	DC 9.0V
Rated Power:	13 Watt
Battery Max.runtime:	80 minutes

Instructions for use

1. Turn off the massager before replacing another massage head.
2. Your massager comes equipped with 3 attachments (Figure 1). Attach the different heads by twisting clockwise (Figure 2), detach the installed massage head by twisting anti-clockwise and pulling out (Figure 3). Always turn off the device while replacing the heads



Fig.2



Fig.3

Instructions for use

3. Turn on the massager by operating the control buttons (instructions as below)
4. Apply the massager head lightly to the area you wish to treat. Move the unit slowly, holding it over the targeted area. Treat the area for a short period of time and move to another area. NEVER treat the same area for longer than 3 minutes.
5. To turn the unit off by pressing the power button. For your safety the device will automatically turn off after 15 minutes of continuous use.

Intensity Button Press to choose High, Medium, Low intensity of vibration		Mode Button Press to change Mode between M1 to M3
Heat Button Press to turn the Heat function on or off		Power Button Press to turn the massager on/off NOTE: When Power button indicator turns green and blink, that means the battery is low, please charge in time.

Battery Charging

1. Connect the charging adapter cable to the corresponding port on the massager
2. Plug the charging adapter into an outlet.
3. Normally it takes 2.5-3 hours to fully charge the battery.
4. Indicator light on POWER Button :
 - When POWER button indicator turns green and blink, that means the battery is low, please charge in time.
 - While charging, the POWER button indicator light will turn 'RED' and blink.
 - When fully charged, the POWER button indicator will keep 'RED' and not blink
 - If the battery is full, the massager can work continuously for around 80 minutes.
5. It is safe to use the massager while charging.

NOTE: Please only use provided charging adapter.

Safety Cautions

PLEASE READ THIS SECTION CAREFULLY BEFORE USING THE APPLIANCE.

If you have any concerns regarding your health, consult a doctor before using this appliance.

- Individuals with pacemakers and pregnant women should consult a doctor before using this appliance. Not recommended for use by Diabetics
- DO NOT use on an infant, invalid or on a sleeping or unconscious person.

Safety Cautions

- DO NOT use on insensitive skin or on a person with poor blood circulation.
- This appliance should NEVER be used by any individual suffering from any physical ailment that would limit the user's capacity to operate the controls or who has sensory deficiencies in the lower half of their body.
- NEVER use directly on swollen or inflamed areas or skin eruptions.
- If you feel any discomfort whilst using this appliance, discontinue use and consult your doctor.
- This is a non-professional appliance, designed for personal use and intended to provide a soothing massage to worn muscles. DO NOT use as a substitute for medical attention.
- Do not use for longer than the recommended time.
- If the product feels excessively hot, switch off at mains immediately.
- You may soften massage force by placing a towel between yourself and the unit.
- Please ensure that all hair, clothing and jewellery are kept clear of the massage mechanism or any other moving parts of the product at all times.
- Do not use this product for medical treatment.

Care and Maintenance

- For maintenance and repair of this product, please contact our service center.
- Please turn off the device immediately when not in use.
- Place this product in a dry, dust-free place.
- Do not store this product near high temperature or open flame.
- Do not expose it to direct sunlight, it will cause discoloration and damage.
- Avoid the use of benzene, thinners, or any other corrosive solvents, or liquid on this product and its accessories.
- Always unplug from electrical outlet and turn off the device before cleaning this product and its accessories,
- Wipe the product with a soft, dry cloth to clean the machine.

TROUBLESHOOTING

FAULT	SOLUTION
THE DEVICE FAIL TO START	CHECK IF THE BATTERY IS OUT OF POWER
	CHECK IF THE MODE OR HEAT BUTTON IS TURNED ON.
THE VIBRATION BECOMES WEAK	THE BATTERY IS LOW, PLEASE CHARGE IN TIME
THE DEVICE SWITCHES OFF SUDDENLY	BATTERY POWER RUN OUT, PLEASE RECHARGE IN TIME

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

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) 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 rights 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.

After-Sales Issues? Warranty Issues?

Please visit:

<http://support.snailax.com>

Or scan the QR code on the right side for tutorial videos, FAQs, manuals, and more information.



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.

Know more about Snailax



SNAILAX CORPORATION



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*Please provide your order number before contacting customer support