

Use & care manual

FOOT MASSAGER

SL-527RC



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 instructions for further reference!**

- The device conforms to recognized technical principles and the latest safety regulations.
- This item is NOT A TOY. Close supervision is necessary when this appliance is used by, on, or near children or disabled persons. Do not allow children to play with product.
- Do not allow more than one person to use this product at a time.
- The device should never be left unattended when plugged in.
- Never use any power sources other than UL standard home adapter provided as original equipment with this massage device.
- 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.
- Please avoid contact of the device with water, high temperatures and direct sunlight.
- Do not damage, process, excessively bend, pull hard, twist or knot power cord.
- Do not use any damaged cables, plugs or loose sockets.
- Do not use the product when the power cord is damaged.
- In case of malfunction, disconnect immediately from the mains.
- Misuse or incorrect use excludes any liability for damage.
- 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.
- Do not use this product for medical treatment.
- During use, if you feel abnormal, please stop using this product immediately, and then consult your doctor.
- Do not use with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.



We recommend that those with any of the following conditions consult a doctor before using this massage device.

1. Those who are using electronic medical instrument imbedded in the body, such as cardiac, pacemaker etc.
2. Those who are being treated by doctors, especially those who feel uncomfortable.
3. Those who are malignant tumor patients, heart disease patients, acute patients.
4. Women who are pregnant or menstruating.
5. Those with osteoporosis or fracture spine.
6. Those with skin disease or those whose skins are injured.
7. Those whose body temperature is over 38 degrees (Febrile Phase).

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 foot massager.
With normal care and proper treatment, it will provide years of reliable service.
Please read all instructions carefully before using this product.

CONTENTS



TECHNICAL DATA

Measurements:	13.7x12.8x6.8 inches
Weight:	6.03 lbs
Voltage:	Input: AC 100-240V ~50/60Hz Output: 12VDC 2.0A
Nominal Power:	24 W
Automatic runtime:	15 minutes

Setup and Operation

1. Place the massage machine on the flat floor.
2. Connect the adapter cable to the corresponding port on the massager



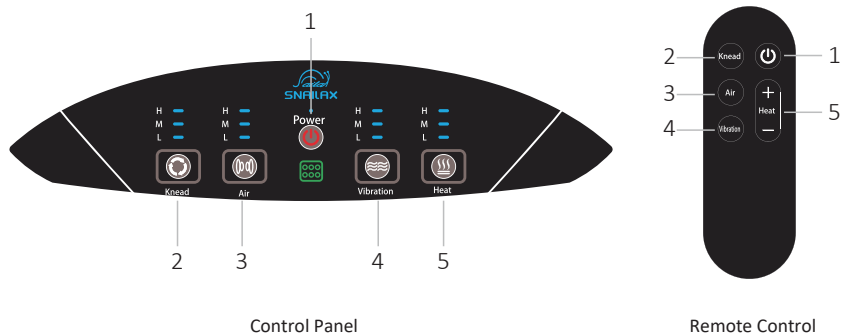
3. Plug the home adapter into electrical outlet (the adapter is safe to use with both 110-120V & 220-240V)
4. Turn on the device through operating control panel (instructions on page 5).



- Before plug ,please check and make sure the power cord is undamaged.
- Do not use the wet hand to plug in the adapter.
- Please don't use the product by standing posture or put any heavy object on the product to avoid any broken caused.
- Please don't stand or seat on the product.
- When moving the product, please don't pull the power cord or drag the product directly to avoid any damaged caused.
- Please don't let children and pets play the products for preventing any accident happened.
- Do not use the wet hand to pull out the power cord in order to avoid any electric shock.
- Do not use this product in damp environment to avoid electric shock.

Setup and Operation

- Please choose a chair with desired height and be seated, then put your feet in the massager.
- Operate below control panel or remote control to get foot massages.



1. **Power button:** Press this button to turn on or off the massager;
Turn on the massager and it automatically will work in the default mode:
i.e. The rolling +compression +vibration+heating functions will work at Low speed

2. **Rolling/Kneading button:**

After power on, press this button to turn on kneading massage function, continuously press to cycle through Low/Medium/High Speed or Off setting, the corresponding indicator L/M/H will light up.

3 **Compression button:**

After power on, press this button to turn on compression function, continuously press to cycle through Low/Medium/High level of intensity of Off setting, the corresponding indicator L/M/H will light up.

4. **Vibration Button:**

After power on, press this button to turn on Vibration function, continuously press to cycle through Low/Medium/High level of intensity of Off setting, the corresponding indicator L/M/H will light up.

5. **Heat button:**

After power on, press this button to turn on Heat function, continuously press to choose Low/High heat level or Off setting.

Low level: the temperature is 45-50 °C (113-122 °F), the indicator light is blue;

High Level: the temperature is 50-55 °C (122-131 °F), the indicator light is red.

Note:

- Do not setup or use the device in a bathroom or similiary wet / damp areas.

Maintenance and Troubleshooting

- Before cleaning, make sure the power supply is turned off and the plug has been pulled out from the socket.
- Use a soft dry cloth to wipe the surface of the product and control panel.
- Do not pull the power plug by damp hands.
- Do not use water washing product, do not spray the water or other liquids to the interior of the product.
- Do not use corrosive cleaning agents like benzene or thinner to clean the Massager, otherwise, the color of upholstery will fade or the Massager will crack or be eroded.
- When product is wet, let the product dry naturally and thoroughly.

Removable & Washable Foot Sleeve

- Detach the sleeve and wash in machine or by hand. Allow to air dry

Maintenance

- Make sure the power supply is turned off and the plug has been pulled out from the socket.
- Sweep off the dust. Keep the foot massager clean and away from damp places.
- Store the massager in a cool, dry place out of reach of children.
- Avoid contact with sharp edges or pointed objects which might cut or puncture the cover of massager.

TROUBLESHOOTING GUIDE

Fault	Solutions
There is a clattering noise in the movement	This is normal caused by the working of the motor while in use.
The massage device switches off suddenly	Device may have been in use for 15 minutes. Auto-shut off function activated. Continue using by pressing the 'power' button after resting the unit for 15 minutes.
The massage device fails to start	Check if device has been used for more than 15 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.
	Check if adapter output is connected to device power inlet.

- After continuously using the massager for a prolonged period, the massager might turn off automatically due to the overheating protection feature. Please let the machine cool down for approximately half an hour before using the massager 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) 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) Extend your warranty 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.

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



2750 Carpenter Road, Suite 1 B, Ann Arbor, 48108
Tel: 734-709-6982 (Monday-Friday 9:00AM-4:30PM)
Email: support@snailax.com
Web: www.snailax.com

*Please provide your order number before contacting customer support