

Use & care manual

KNEE MASSAGER

SL-530



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!

- **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.
- 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.
- 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 30 minutes at a time.
- Do not use this product for medical treatment.
- Do not use with infants, a helpless person or a person insensitive to heat.
- Overlong application can result in skin burns.



PLEASE NOTE !

- **DO NOT** use if you have skin disorders, open wounds, or swollen or inflamed areas.
- 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.

Safety Instructions

Precautions

- It is forbidden to stuff debris into the gap of the massager.
- It is forbidden to spill liquid on the product to avoid short circuit and accident.
- Do not plug or unplug the charging cable with wet hands.
- Do not use accessories and accessories that are not recommended.
- Do not use this product outdoors or in high temperature and humid environments.
- Do not participate in any strenuous exercise after wearing the product.
- It is forbidden to lie down or sit on the product.
- It is forbidden to bring huge impact and load to the product.
- It is forbidden to use it while sleeping.

Have question ?



Tel: 734-709-6982

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



Email: support@snailax.com

Product Introduction —

Thank you for using the smart knee massager. This product allows you to perform knee vibration massage and hot compresses according to your needs anytime, anywhere, to relieve knee pressure and fatigue.

Thank you for
choosing this product

Product description

Structure



Features

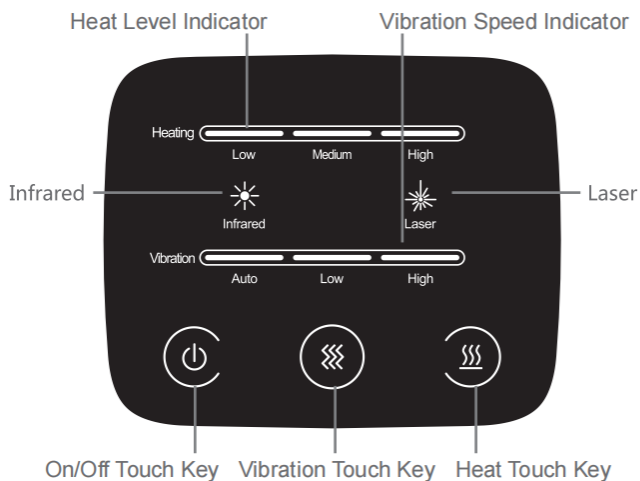
- | | | |
|---------------------------|---------------------|----------------------|
| ①: Indicator light | ④: Adjusting button | ⑦: Type-C power jack |
| ②: LED light touch screen | ⑤: Laser infrared | ⑧: Velcro |
| ③: Mesh cloth | ⑥: Vibration Area | |

Parameter

- | | |
|----------------------------|----------------------------|
| ●Rated voltage: 3.7V == | ●Rated Power: 10W |
| ●Battery capacity: 3000mAh | ●Input current: DC5V == 2A |

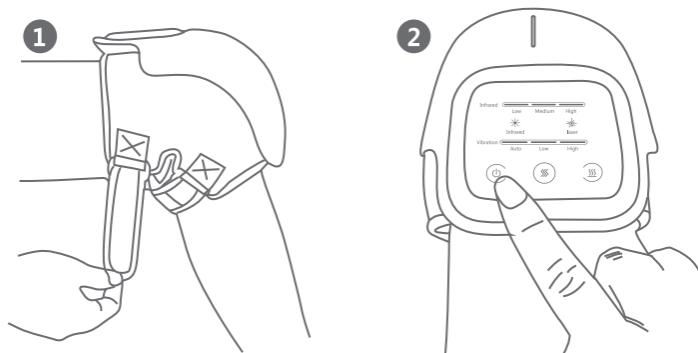
Product description

- LED light touch screen, clearly visible and easy to operate
- Ergonomic design, fully wrapped to fit the knee joint
- Built-in 3 infrared laser lights, carbon fiber hot compress
- The buzzer prompts button is touched.
- 10 minutes timer.
- Low heat level is 45C (113F) and high heat level is 55C (131F)



Operation method

Instructions

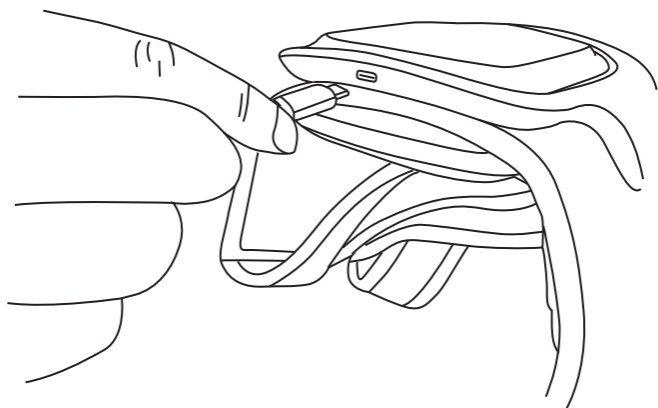


1. Put the products on your knees, fasten it with the fixing straps.
2. Long press "⏻" to turn on the Auto mode (vibration mode, Low level heating, infrared , and laser).
3. When powered on:
Short press "⏮" to adjust the vibration mode (auto-low-high-turn off the vibration cycle in turn), Lights turn white.
Short press "⏭" to adjust the heating temperature (low-medium high-close heating cycle in turn), Lights turn white.
Short press "⏻" to turn on or off the laser and infrared (turn on infrared-turn on the laser-turn off the infrared-turn off the laser cycle in turn), Lights turn white.
4. Long press "⏻" to turn off the device.

Operation method

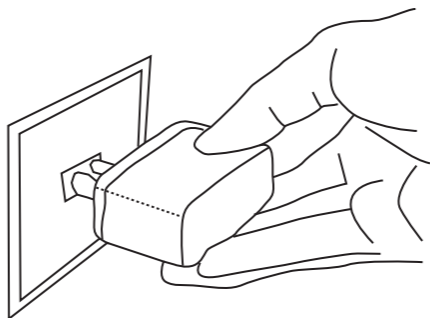
Battery Charging

1. Before the first use, please fully charge the product, and charging time about 3-4 hours
2. It is not recommended to completely drain the battery
3. When the battery light flashes, please charge in time



- Connect the Type-c cable to the power jack when charging

Operation method



- Plug into 2A USB adaptor to connect to the outlet.

Diposal :

The battery used in this product should not be used for other products.

· Do not put it into the fire;

· Do not charge, use or place in high-temperature places;

The above conditions can cause heating, fire, rupture and other phenomena. Please dispose of the battery after product failure in accordance with local regulations or environmental protection regulations.

Care and Cleaning Instructions

- Always unplug/turn off the device before cleaning it.
- Never touch the power plug with wet hands.
- Before cleaning, allow the device to cool down.
- Wipe the device with a soft, dry cloth. Do not use cloths containing any kind of chemical or alcohol and solvent liquids.
- Never submerge any part of the device in liquid.
- If the device is particularly dirty, use the following instructions:
 1. Dampen a cloth in water or a 3%–5% mild detergent solution.
 2. Wipe the dirty areas with the wet cloth.
 3. Wipe the areas with a soft, dry cloth.
 4. Wait for the device to become fully dry before use.
- 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 Guide

Use failure	The reason	Solution
Product cannot normal work	The product has just completed a 10-minute timer massage and automatically switches to standby	Please press the power switch again to restart
	Too long use time causes the product to overheat and automatically cut off the power	If the device has run for 60 mins., turn back on after resting the unit for 15 mins.
Product does not heat	When used outside the recommended ambient temperature range, the heating effect is not obvious	Recommended for use at an ambient temperature of 15-35 degrees Celsius
Product abnormal sound	This sound is caused by the mechanical structure of the product.	This sound is normal and does not mean that the product function is malfunctioning
Stop during operation	The battery is exhausted	Connect the charging cable to charge
	The device will switch off when the timer runs out.	Continue using by pressing the On/Off button

Transport environment

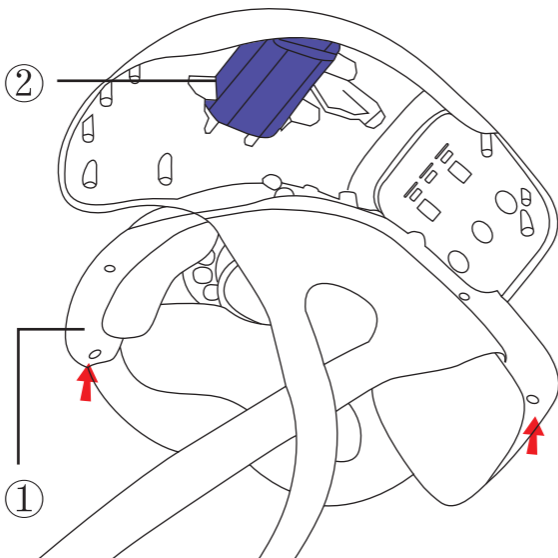
- Temperature: -20°C ~ +50°C
- Relative humidity: ≤90%
- Atmospheric pressure: 70kPa ~ 106kPa

Working environment

- Temperature: +5°C ~ +40°C
- Relative humidity: ≤80%
- Atmospheric pressure: 86kPa ~ 106kPa

Battery removal diagram

1. Unscrew the eleven screws at the bottom of the host
2. Open the cover structure and take out the battery fixed on the cover



●The main unit (including lithium battery) and accessories of this product have reached the end of their service life. Please do not discard them randomly, otherwise electronic waste will be generated to pollute the environment. Before discarding the product, the battery must be removed from the product; when removing the battery, the product must be disconnected Power; the battery should be disposed of safely when removed.

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.

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.



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