

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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SNAILAX CORPORATION



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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



Use & care manual

Neck Massage Pillow

SL-65A8



Go Digital. Relax Easier

Scan for the full digital manual



Digital Manual
Online

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.
- Please keep this product away from water, fire and corrosive environments.
- 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 scratch or stab this product with sharp objects.
- 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 use the charging cable configured by our company and the adapter that meets the standard to charge the product, and pay attention to the safety of electricity use.
- Please avoid contact of the device with water, high temperatures and direct sunlight.
- Do not use any damaged cables, plugs or loose sockets.
- When using, if the product appears abnormal, please shut down immediately, cut off the power supply.
- If plugs or cords are damaged, they must be replaced by the manufacturer, a service representative or by qualified personnel.
- When storing the product, please keep it out of the reach of children.
- 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 be exceeded 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 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.
- 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

Instruction

Thank you for purchasing Snailax Massage Pillow.

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.

CONTENT

USB Type-C Cable



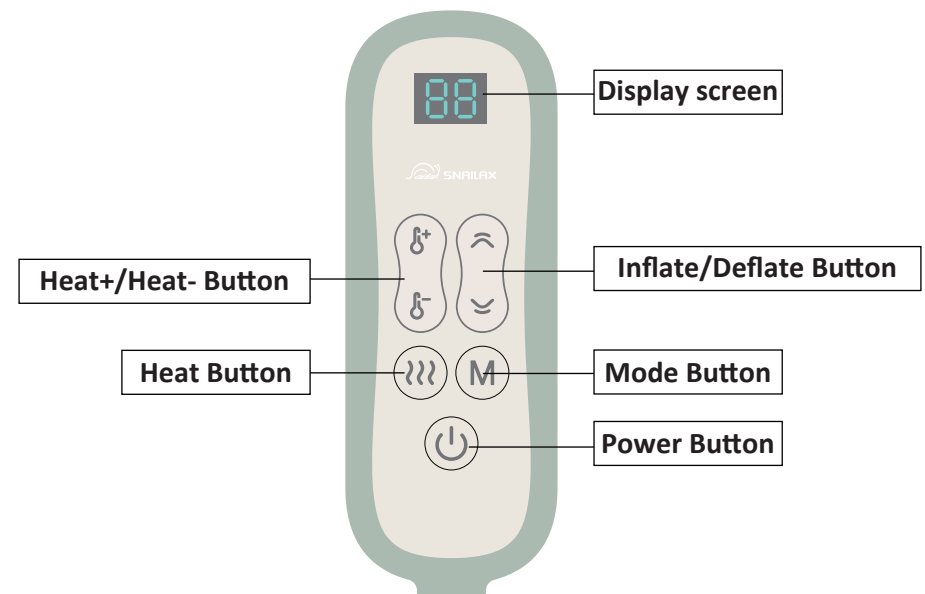
Massage pillow



TECHNICAL DATA

Measurements:	pillow: 15x7.9x2.8 inches neck: 17.3x5.9x3.7 inches	Nominal Power:	max. 7 watt
Weight:	2.2 lbs	Automatic runtime:	15 minutes
Battery Capacity:	2000 mAh	Battery Max. runtime:	≥ 100 minutes
Input:	DC5V =	Battery Full Charging:	≤ 180 minutes

Operation and controller instructions



Power Button :

Long press this button to power the device on or off. The device starts in Mode 1 with Heat Level 1 by default.

Operation and controller instructions

Heat Button:

When the device is powered on, press this button it automatically starts at Heat Level 1 (40°C).The digital display shows “40”.Press this button again to turn off the heating function. The digital display will show “H0” to indicate heating is off.press again to turn on the heating level 1.

Heat+/Heat- Button:

Press the “” button to increase the heat level:First press: switches to Heat Level 2 (45°C), display shows “45” Second press: switches to Heat Level 3 (50°C), display shows “50” To reduce the heat level, press the “” button accordingly.

Mode Button:

When the device is powered on, press this button to turn on massage function, it automatically enters Mode P1, and the screen shows “P1”. Press to cycle through P2- P3 - P0(off) - P1... and so on.

Inflate/Deflate Button:

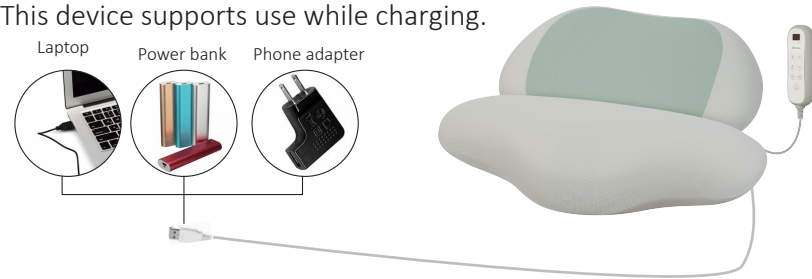
In any massage mode, pressing the Inflate/Deflate button to switch to Manual Mode. In Manual Mode, Press “” or Press “”to inflate or deflate to adjust pillow support height as needed.

Note:

- 1) In Manual Mode, press the Mode button to switch to massage Mode P1.
- 2) The heating/Massage function can work independently.
- 3) 15-minute auto timer.

Battery Charging

- Connect the USB cable to corresponding port on the device.
- Before first use, please ensure it is fully charged.
- Normally it takes around 180 mins to fully charge the battery.
- While charging, the indicator light turns "Red"and flashes, When full charged, the indicator light turns "Red"and is steady on.
- When the battery is low, the indicator will blink red, and the device will automatically power off after 30 seconds. Please charge it as soon as possible.
- If the battery is full, the massager can work continuously for around 100 minutes.
- This device supports use while charging.



- This device will switch off automatically after 15 minutes timer runs out.
- Do not set up or use the massager in a bathroom or similar wet /damp areas.

- For your own safety we equip the massager with a protection against over-heating. Heat is created in the motors when placed under great stress and excessive pressure. Before this could create any risk and after a runtime of 15 minutes. The massager 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 to not exceed a continuous massage of 15 minutes.

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

Problem	Solution
Massage heads rotating at reduced speed.	The load on the massage heads is excessive. Reduce pressure and try again.
Device switches off suddenly.	Device may have been in use for 15 minutes. Auto-shutoff function activated. Continue using by pressing the ‘On’ button after resting the unit for 15 minutes. Over-heat protection function activated. Device is switched off for your safety. Please rest device for 15-30 minutes before restarting.
Device fails to start.	Check if device has been used for more than 15 minutes. If so, let device rest for 15 minutes before continuing. Device may require longer time to cool in warmer environments. the battery is low, please charge in time

WARRANTY & CUSTOMER SERVICE

Standard Warranty:

This product is covered by a standard one-year limited warranty starting from the **date of purchase**.

The warranty covers manufacturing defects in materials and workmanship under normal use. This warranty does not cover normal wear and tear, accidental damage, misuse, unauthorized modification or repair, or non-product-related issues.

For detailed warranty terms, conditions, and reference information, please visit:

<https://www.snailax.com/pages/warranty-policy>

Proof of Purchase:

Please retain your order ID or receipt from an authorized seller to validate your claim.

Extend Your Warranty Coverage

Register your product within **30 days of purchase** to receive an **additional 1-year warranty extension**.

You may register in either of the following ways:

- 1) Visit <https://support.snailax.com> or scan the QR code to submit your order details.
- 2) You may also contact us on Facebook at <https://facebook.com/snailax> and send us your purchase information.



Need Help? Please Contact Us First

If you have any questions or encounter any issues, please contact our support team. We are here to help and ensure your comfort.

 **Tel: 734-709-6982** (Monday-Friday 9:00AM-4:30PM)

 **Email: support@snailax.com**

Our team will reply as soon as possible during business hours.

Defective Products & Returns

If your product is found to be defective within the warranty period, please contact us. Please **do not dispose of any product parts**, as they may be required for inspection or replacement.

We are committed to providing a suitable solution for every customer.