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## Snailax SLUS-234

# Snailax Shiatsu Back Massager with Heat - Model SLUS-234 Instruction Manual

### Introduction

This manual provides comprehensive instructions for the safe and effective use of your Snailax Shiatsu Back Massager with Heat, Model SLUS-234. Please read all instructions carefully before operation and retain this manual for future reference.

### Safety Information

Use the massager in a proper body position, avoid use if you have certain medical conditions, ensure electrical safety, and be aware of the overheating protection system. Consult a physician before use if you have any pre-existing medical conditions.

### Product Overview

The Snailax Shiatsu Back Massager with Heat is designed to provide deep kneading shiatsu massage, rolling massage, and soothing heat therapy for your neck, back, and hips. It features customizable settings to enhance your massage experience.

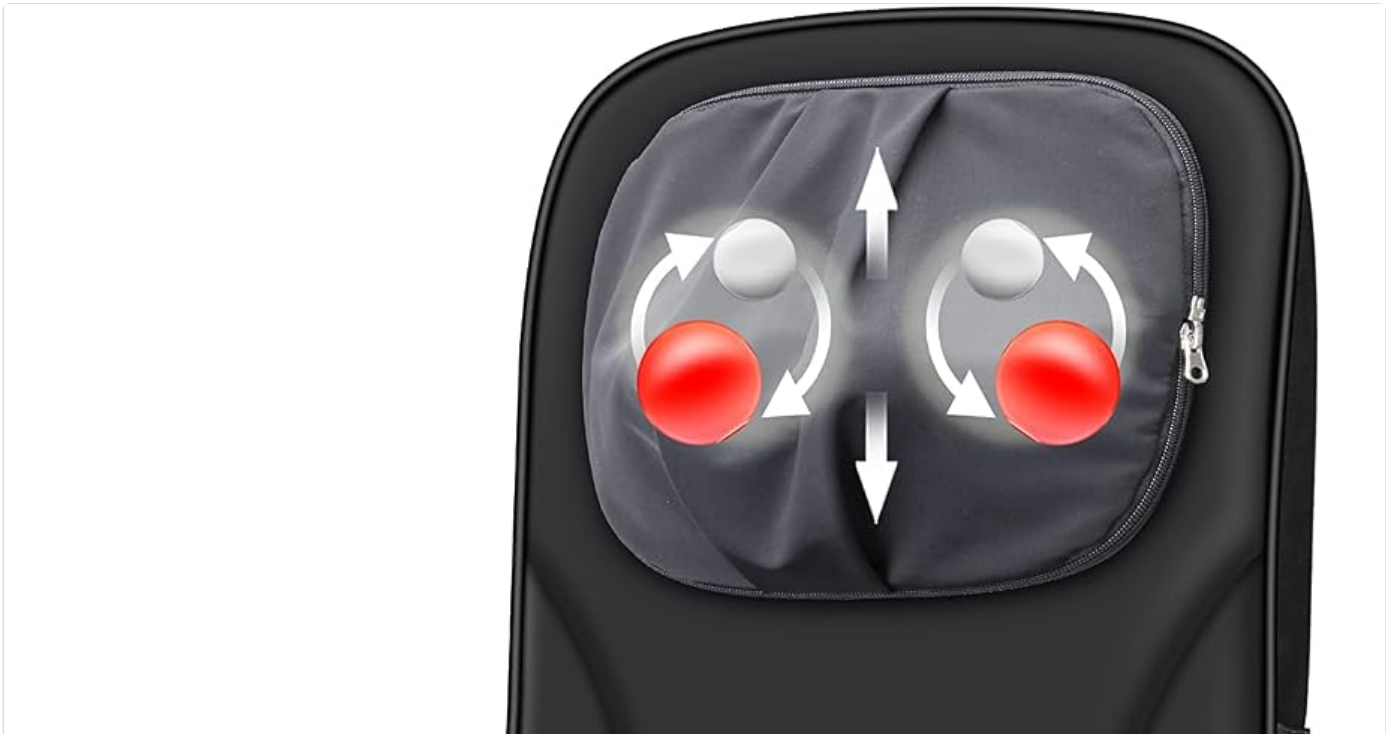

Figure 1: Snailax Shiatsu Back Massager with Heat, Model SLUS-234. This image shows the full massager pad with its integrated remote control.

## Key Features

- **Flexible Neck Massager:** Features 4 unique neck massage nodes for kneading massage, adjustable up and down to fit users between 63 inches - 70.9 inches (1.6m-1.8m) height.
- **Customizable Rolling Massage:** Rolling massage along the spine with adjustable massage ball width.
- **Shiatsu Back Massager with Heat:** 4 shiatsu rotation balls travel up and down the back. Offers 3 selective massage zones: Full, Upper, or Lower back. Spot massage function available.
- **Vibration Seat Massager:** 2 levels of vibrating intensity for hips and thighs.
- **Soothing Heat Function:** Integrated heating pad for full back and neck to further soothe muscle tension.
- **Detachable Intensity Control Flap:** Allows adjustment between a softer or more intense massage.

- **Integrated Strapping System:** Secures the massager to various chairs.

Figure 2: Overview of Snailax massager features including intensity, heat, shiatsu, scroll, and vibration.

Figure 3: Illustration of spot massage functionality and massage zones for neck, upper back, full back, lower back, and seat vibration.

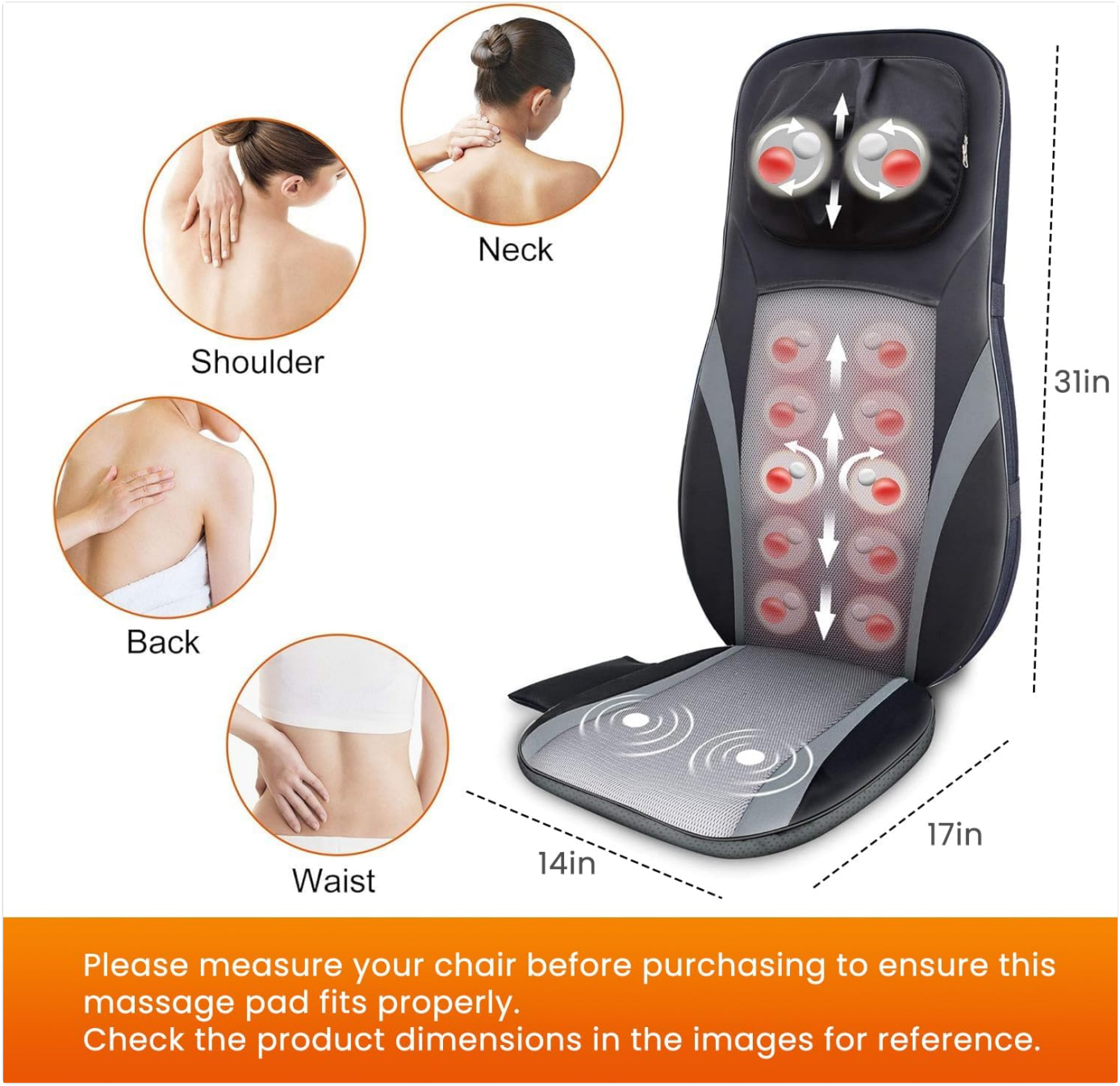


Figure 4: Product dimensions (31in height, 17in width, 14in seat depth) and areas of the body it targets: neck, shoulder, back, and waist.

Figure 5: Comparison showing Snailax's full back heating pad versus other massagers with heat only on nodes.

## Setup

1. **Unpack:** Carefully remove the massager from its packaging.
2. **Placement:** Position the massager on a sofa, recliner, office chair, or dining chair. Ensure the chair is stable and provides adequate support.
3. **Secure:** Use the integrated strapping system to secure the massager to the chair, preventing it from slipping during use.
4. **Power Connection:** Connect the UL-approved desktop home adapter to the massager and then plug it into a 100-240V electrical outlet.

Figure 6: The Snailax massager secured to an office chair, demonstrating typical setup.

## Operating Instructions

The massager is controlled via a wired remote. Familiarize yourself with the remote's functions before use.

Figure 7: Detailed diagram of the remote controller with labels for each function: Intensity, Heat (Neck/Back), Neck (Up/Down/Rotate), Shiatsu, Rolling, Spot (Up/Down), Full Back, Upper Back, Lower Back, Vibration, Power.

## Remote Control Functions

- **Power Button:** Turns the unit On/Off.
- **Timer:** Select 5, 10, or 15 minutes for automatic shut-off.
- **Neck Massage:**
  - *Neck Up/Down Arrows:* Adjust the height of the neck massage nodes.
  - *Neck Rotation Button:* Changes the direction of the neck massage nodes.
  - *Neck Heat Button:* Activates/deactivates heat for the neck area.
- **Back Massage:**
  - *Shiatsu Button:* Activates deep kneading shiatsu massage.
  - *Rolling Button:* Activates rolling massage along the spine.

- *Spot Up/Down Arrows:* Adjusts the position of the shiatsu/rolling massage nodes to target a specific area.
- *Full Back/Upper Back/Lower Back Buttons:* Selects the massage zone for the back.
- *Back Heat Button:* Activates/deactivates heat for the back area.

- **Vibration Button:** Toggles between 2 levels of vibration intensity for the seat.
- **Intensity:** Selects Low or High intensity for the massage.

## Adjusting Massage Intensity

For a softer massage, keep the detachable flap on the backrest. To increase intensity, remove the flap. If the neck shiatsu nodes do not reach your neck, adjust their position using the up/down arrows on the controller or place a seat cushion/pillow on the seat.

Figure 8: The detachable intensity control flap can be removed for a more intense massage or kept on for a softer experience. It also highlights the easy-to-clean fabric.

## Official Product Videos

Video 1: A detailed review highlighting the adjustable massage options, heat, and overall adjustability of the Snailax massager. This video provides a comprehensive overview of the product's capabilities.

Video 2: Demonstrates the Snailax Neck & Back Heated Massager in action, focusing on its ability to aid in muscle recovery. This video showcases the massager's practical application.

Video 3: A user demonstration of the Shiatsu Back and Neck Massager, highlighting its various functions and ease of use. This video offers a user's perspective on the product.

Video 4: A review of the Shiatsu Back Massager with Heat, detailing its features and benefits. This video provides an in-depth look at the massager's performance.

## Maintenance

### Cleaning

The fabric of the massager is designed for easy cleaning. Use a soft, damp cloth to wipe down the surfaces. Do not use abrasive cleaners or immerse the unit in water.

### Storage

When not in use, store the massager in a cool, dry place. It can be folded for compact storage. Avoid placing heavy objects on the massager.

## Troubleshooting Guide

Refer to the table below for common issues and their solutions.

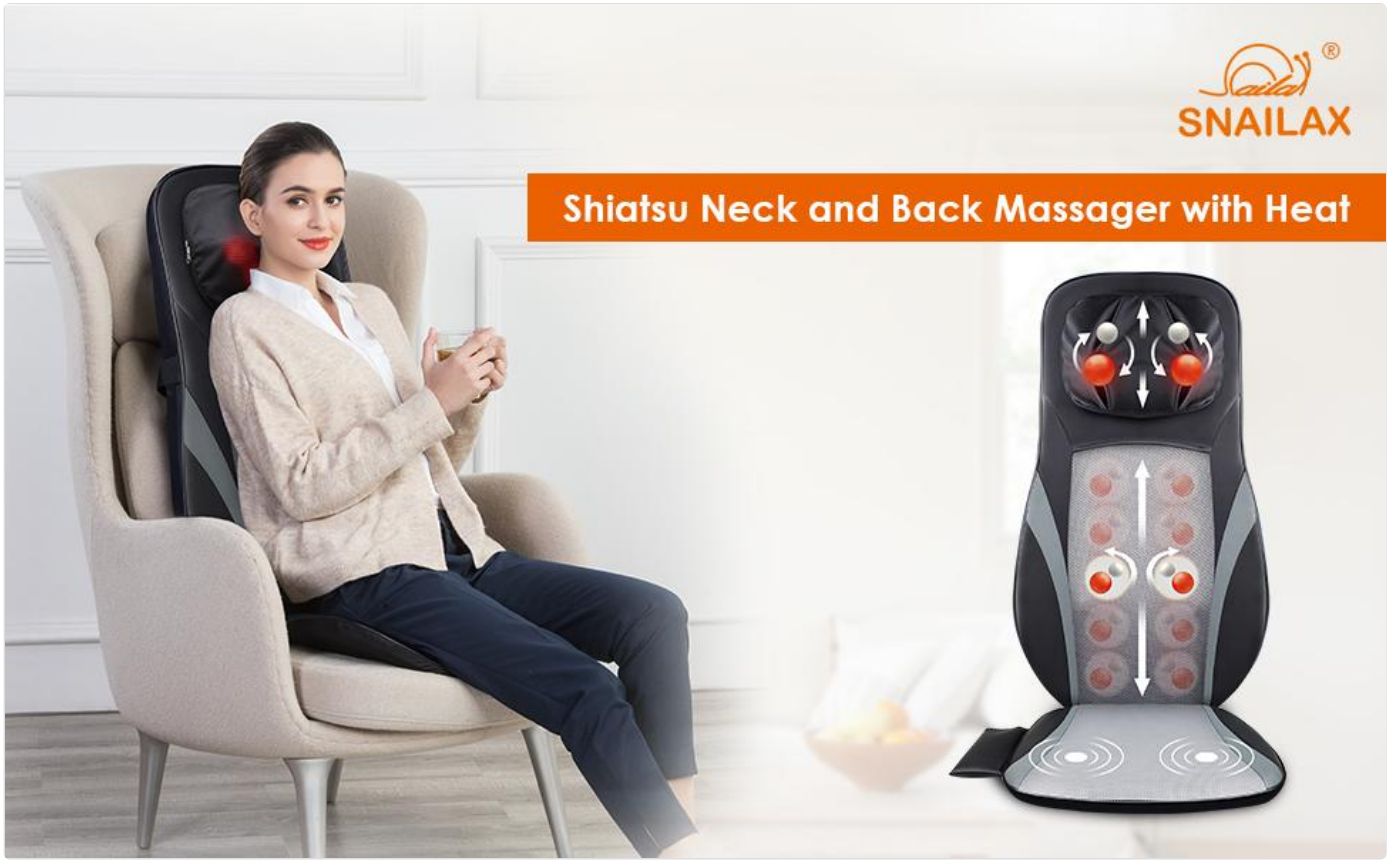


Figure 9: Troubleshooting table for common issues like sound, missing parts, device switching off, device failure to start, neck area too high, and massage feeling too hard.

**Troubleshooting Table**

| Fault | Solutions |
|---|---|
| Sound Issue | Check if the noise is consistent and significantly loud. If it is, it may be normal operation noise from the internal motor. If the noise is abnormally loud or grinding, it might indicate a mechanical issue. In this case, contact customer support for further assistance or a potential replacement. |
| Missing Parts | Check if any parts are still in the packaging. Review the product manual for info on separate parts or accessories. |
| Device switches off suddenly | Device may have been in use for 15mins. Auto-shutoff function activated. Continue using by pressing the 'power' button after resting the unit for 15mins. Over-heat protection function activated. Device is switched off for your safety. Please rest device for 15-30mins before restarting. |
| Device fail to start | Check if device has been used for more than 15mins. If so, let device rest for 15mins 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 wire. |
| Neck area is too high | Adjust the neck roller positioning up or down by pressing the arrow buttons on the controller. If the neck rollers still can't reach the neck, try placing a seat cushion or a pillow on the sitting part. |
| Massage feels too hard | Adjust the intensity through the intensity button of the controller, or add the neck cover and back flap accessories to the seat cushion before using it. |

## Specifications

- **Model Number:** SLUS-234
- **Product Dimensions:** 17 x 14 x 31 inches
- **Item Weight:** 13.55 Pounds
- **Manufacturer:** SNAILAX
- **Color:** Black and Grey
- **Special Features:** 2 Massage Methods, Adjustable Height, Heat, Speed Control, Vibration
- **Power:** UL approval desktop home adapter, 100-240V compatible

## Warranty and Support

For any questions, concerns, or warranty claims, please contact Snailax customer support. Refer to the product packaging or the official Snailax website for the most up-to-date contact information and warranty details.


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**Question**

Example: How do I reset this device or fix this error?

**Details**

Model number, symptoms, what you tried, or the section of the manual you are using.

**Submit question**

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