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## SVAKOM 05528600000

# SVAKOM Sam Neo User Manual

Model: 05528600000

## INTRODUCTION

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The SVAKOM Sam Neo is an advanced app-controlled stroker designed to provide an interactive experience. It features automated suction and vibration, mimicking natural sensations. This device integrates with the FeelConnect3 App, allowing for customized experiences, connection with long-distance partners, and interaction with 2D videos and web-camming sites. This manual provides essential information for the safe and effective use of your Sam Neo.

## SAFETY INFORMATION

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Please read all safety instructions carefully before using the SVAKOM Sam Neo. Failure to do so may result in injury or damage to the product.

- This product is intended for adult use only.
- Do not submerge the device in water. It is splashproof, not waterproof.
- Clean the product thoroughly before and after each use as per the maintenance instructions.
- Use only water-based lubricants with this product. Oil-based lubricants may damage the silicone material.
- Discontinue use immediately if you experience any discomfort or irritation.
- Keep out of reach of children.
- Do not use if the product or charging cable is damaged.

## PACKAGE CONTENTS

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Verify that all items are present in your SVAKOM Sam Neo package:

- SVAKOM Sam Neo Device
- USB Pinpoint Charger
- User Manual (this document)



Image: The retail packaging for the SVAKOM Sam Neo, showing the device and branding.

## PRODUCT OVERVIEW

Familiarize yourself with the components of your SVAKOM Sam Neo.

- **Outer Casing:** Made from ABS plastic, providing an ergonomic grip.
- **Inner Sleeve:** Removable, made from medical-grade silicone, designed with internal textures for enhanced sensation.
- **Power Button:** Single button interface for basic control.
- **Charging Port:** USB pinpoint charging port located on the device.



Image: The SVAKOM Sam Neo device with its clear protective cap in place.



Image: The SVAKOM Sam Neo device without its clear protective cap, showing the silicone opening.



Image: The removable medical-grade silicone sleeve, showing its internal textured design.



Image: An angled view of the SVAKOM Sam Neo, highlighting the single power button on the base.

## SETUP

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### Charging the Device

Before first use, fully charge your SVAKOM Sam Neo. A full charge takes approximately 3 hours and provides up to 1 hour of run time on low settings.

1. Locate the USB pinpoint charging port on the device.
2. Connect the provided USB pinpoint charger to the device.
3. Plug the USB end of the cable into a standard USB power adapter (not included) or a computer USB port.
4. The indicator light will show charging status (refer to device specific light indicators for details).

5. Once fully charged, disconnect the charger.



Image: The base of the SVAKOM Sam Neo, clearly showing the USB pinpoint charging port.

### **App Connection (FeelConnect3 App)**

To unlock the full features of your Sam Neo, download and connect to the FeelConnect3 App.

1. Download the FeelConnect3 App from your device's app store (iOS or Android).
2. Ensure your Sam Neo is charged and powered on.
3. Enable Bluetooth on your smartphone or tablet.
4. Open the FeelConnect3 App and follow the on-screen instructions to pair your device.
5. Once paired, you can control the device and access interactive features through the app.

## OPERATING INSTRUCTIONS

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### Basic Operation (Device Only)

The Sam Neo features a single button interface for basic control:

- **Power On/Off:** Press and hold the power button for 2 seconds to turn the device on or off.
- **Change Modes/Patterns:** Short press the power button to cycle through the 5 built-in suction and vibration patterns.

### App Controlled Operation

For advanced control and interactive experiences, use the FeelConnect3 App:

- **Customization:** The app allows for precise control over suction intensity and vibration patterns, offering more options than the device's built-in settings.
- **Long Distance Connection:** Connect with partners remotely for synchronized experiences.
- **Interactive Media:** Sync the device with 2D interactive videos and web-camming sites for immersive experiences.

### Usage Tips

- Apply a generous amount of water-based lubricant to the inner sleeve and yourself before use to reduce friction and enhance sensation.
- The device is designed to mimic and enhance sensations through its built-in vacuum and vibration.





Image: A top-down view of the SVAKOM Sam Neo, showing the opening of the silicone sleeve.

## MAINTENANCE

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### Cleaning

Proper cleaning ensures hygiene and extends the lifespan of your device.

1. After each use, remove the inner silicone sleeve from the outer casing.
2. Wash the silicone sleeve thoroughly with warm water and a mild, toy-safe soap. Rinse completely.
3. Wipe the outer ABS plastic casing with a damp cloth. Do not submerge the casing in water.
4. Allow both parts to air dry completely before reassembling or storing.



Image: A top-down view of the removable silicone sleeve, highlighting its textured interior for cleaning.

## Storage

Store the SVAKOM Sam Neo in a clean, dry place, away from direct sunlight and extreme temperatures. Ensure the device is fully dry before storage.

## TROUBLESHOOTING

If you encounter any issues with your SVAKOM Sam Neo, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Device does not turn on.	Low battery; device not charged.	Charge the device fully (approx. 3 hours).

Problem	Possible Cause	Solution
Device does not connect to app.	Bluetooth off; device not in pairing mode; app issue.	Ensure Bluetooth is enabled. Restart device and app. Try re-pairing in app settings.
Weak suction/vibration.	Low battery; silicone sleeve not properly inserted.	Recharge the device. Ensure the silicone sleeve is correctly seated within the casing.
Charging indicator light not working.	Faulty cable; charging port issue.	Try a different USB power source or cable. Contact support if issue persists.

If the problem persists after attempting these solutions, please contact SVAKOM customer support.

## SPECIFICATIONS

Feature	Detail
Model Number	05528600000
Dimensions (L x W x H)	3.23 x 3.23 x 9.29 inches
Weight	5.04 ounces
Material	Medical Grade Silicone, ABS Plastic
Battery Type	1 Lithium Ion battery (required)
Charge Time	Approximately 3 hours
Run Time (Low Setting)	Approximately 1 hour
Water Resistance	Splashproof
Phthalate Free	Yes

## WARRANTY AND SUPPORT

### Warranty Information

The SVAKOM Sam Neo comes with a 1-Year Warranty from the date of purchase. This warranty covers manufacturing defects under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or failure to follow the instructions in this manual.

### Customer Support

For warranty claims, technical assistance, or any questions regarding your SVAKOM Sam Neo, please contact SVAKOM customer support. Refer to the official SVAKOM website or your purchase documentation for the most current contact information.

