



# Snailax SL-296 Shiatsu Back Massager User Manual

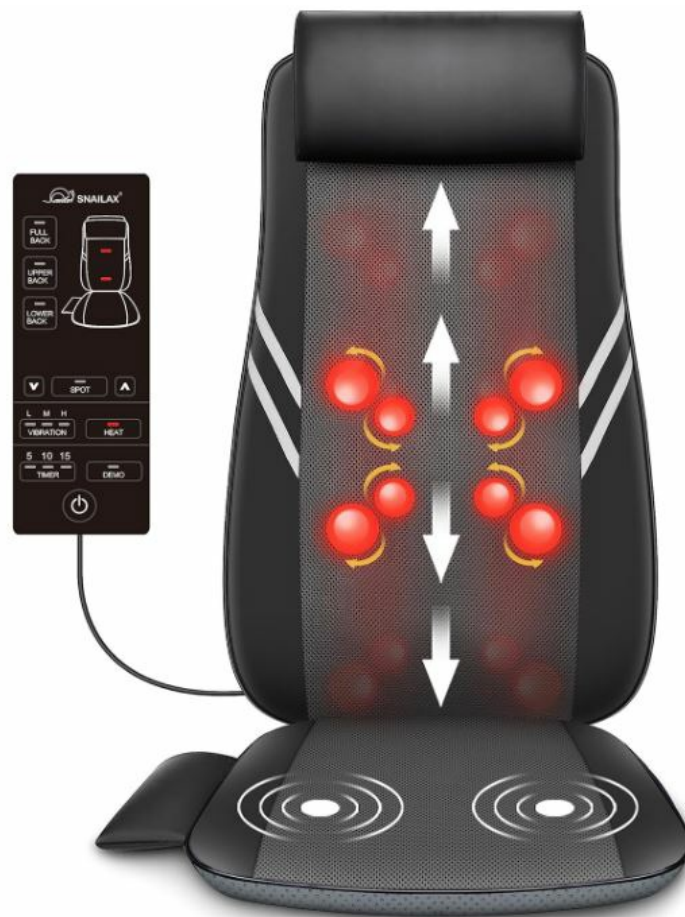
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**Snailax SL-296 Shiatsu Back Massager**



## 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.
- Do not wet, do not use pins, and never remove the 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.
- Never use any power sources other than a standard 110V wall outlet as original equipment with this unit.
- 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.
- Never operate under blankets where the air opening may be blocked.
- 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.
- 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 it while you sleep.
- In order to avoid excessively stimulating the muscles and nerves, the recommended massage time should not exceed 15 minutes at a time.
- The massager is equipped with protection against overheating for safe use.
- Do not use this product for medical treatment.

#### **PLEASE NOTE!**

- 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. Failure to observe the above instructions may constitute misuse of the product and can cause serious injury or burns.

#### **Instruction**

Thank you for purchasing Shiatsu massage cushion with heat by Snailax Corporation. 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.

#### **FEATURES**

- Flexible massage nodes better fit for your body curve, intensive massage for enjoying the
- excellent Shiatsu massage feeling.
- 8 rotating massage nodes can reach your lower back or your shoulder.
- 3 massage zones can be selected: Full back, upper or lower back.
- Soothing heat therapy for better blood circulation.
- High PU & Mesh fabric cover.
- Remote control easy to operate.
- Back straps to attach to any chair.
- 15 minutes Auto timer.

#### **CONTENTS**

- SL-296 Shiatsu massage cushion with heat
- 12V home adapter

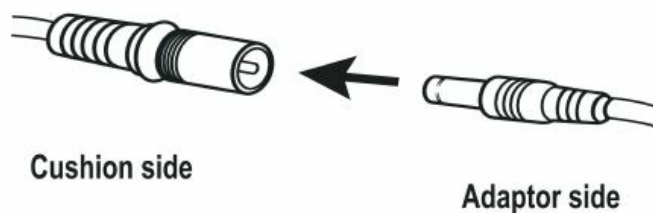


## TECHNICAL DATA

- **Measurements:** 43 x 17 inches
- **Weight:** 7.11lbs
- **Voltage:**
  - **Input:** AC 100-240V ~50/60Hz
  - **Output:** 12VDC 2000mA
- **Nominal Power:** max. 24 Watt
- **Automatic runtime:** 15 minutes

## Setup and Operation

1. Attach the massager to a chair with elastic straps or place it on other support.
2. Connect the adapter cable to the corresponding cable on the cushion.



3. Plug the home adapter into an outlet.
4. Turn on the device using the controller ( instructions on page 5 ).
5. When finished place the controller in the pouch at the side of the cushion.
6. The detachable intensity control flap lets you choose a softer or more intense massage.
7. You also may soften the massage pressure by placing a blanket or towel between you and the device.

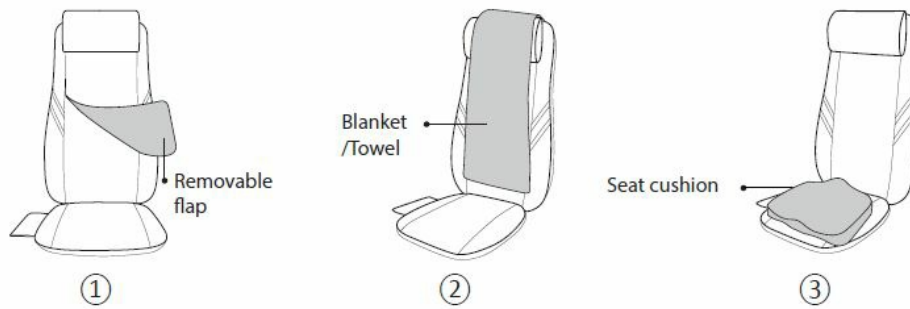
## Attention

### If the Shiatsu is too strong,

1. Install the flap onto the cushion to get a softer massage.
2. Place a blanket or towel between you and the massager to achieve a far softer massage intensity if you still feel too strong shiatsu after installing the flap onto the cushion.

### If the shiatsu can't reach your lower back area

3. If you want to massage your lower back, but the shiatsu nodes can not reach that low. You may adjust the height of your back when sitting, by placing a seat cushion or a pillow on the sitting part.

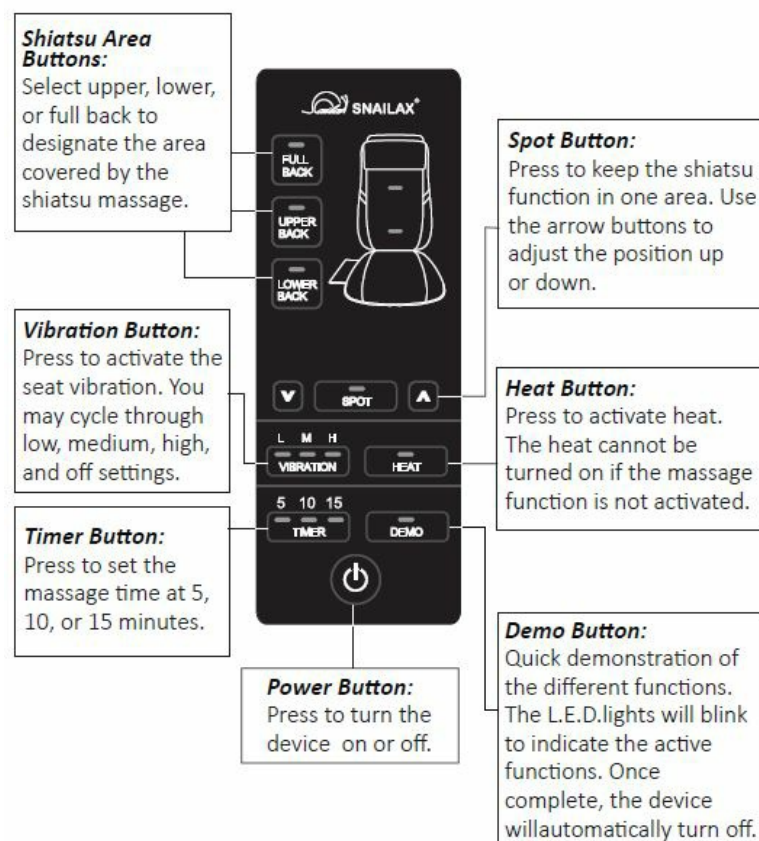


- The device will automatically switch off after 15 minutes timer run out.
- Remove the adapter from the outlet when not in use.
- Do not setup or use the massager in a bathroom or similiary wet / damp areas.

### Attention

- 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 per time and Not exceed 3 times use one day.

### Controller Instructions



### Care and Cleaning Instructions

1. Do not wash in washing machine or immerse the product or the adapter in water.
2. Always switch off before cleaning and remove the adapter from the socket with clean, dry hands.

3. The massager should be wiped with a slightly moist cloth and dried thoroughly. Do not wipe the product with alcohol or harsh chemicals such as thinner or bleach.
4. Do not overstretch the eAlastic back straps.
5. Keep away from heat, fire or exposure to direct sunlight.
6. Do not apply excessive pressure or impact onto massager/massage heads. Application of a direct force in excess of 110 lbs. may damage your massager and invalidate your warranty. Refrain from over usage of the device.
7. Store the massager in a cool, dry place out of reach of children.
8. Avoid contact with sharp edges or pointed objects which might cut or puncture the cover of massager.

## TROUBLESHOOTING GUIDE

Fault	Solutions
Massage heads rotating at reduced speed.	The load on the massage heads is excessive. Reduce load and try again.
Massage heads only rotate in the upper or lower region.	The massage has been activated for the upper or lower back region. Press the 'Full Back' button for the massage to cover both regions.
Device switches off suddenly	Device may have been in use for 15mins. Auto-shut-off 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.
Jerky motion of massage heads /Vibrations from device	Excessive pressure may have been applied onto the device.Reduce the load and try again.
Infra-red lights are on but no motion from massage heads	Device may be jammed. Remove pressure / load from the device and press the 'Full Back' button to try again.

## Warranty

If you have any issue about the product, please feel free to contact us by sending email to [support@snailax.com](mailto:support@snailax.com)  
We will strive to provide the best service possible within 24 hours.

- **30 days unconditionally Return**

Snailax product can be returned to receive a full refund for any reason within 30 days. Please contact our customers service ([support@snailax.com](mailto:support@snailax.com)), our staff will contact you within 24 hours.

- **90 days refund/replace**

Snailax product can be returned / replaced within 90 days if the product break down in the period of proper use.

- **12 months Warranty**

If the product break down within 12 months in the period of proper use, customers can enjoy the relevant warranty to get them replaced.

- **Attention!**

No warranty will be given to any force majeure and man-made causes to a defective product, such as improper care, personal tear down and willful damage, etc.

### **Extend Warranty for Free**

1. Enter the following URL or scan the QR code below to find Snailax facebook page and like it, enter "Warranty" to messenger to extend your warranty from 1 year to 3 years,



<https://www.facebook.com/snailax>

2. Send message "Warranty" and email us [support@snailax.com](mailto:support@snailax.com) to extend your warranty from 1 year to 3 years.

### **Have question ?**

- **Tel:** 734-709-6982
- **Monday-Friday** 9:00AM-4:30PM
- **Email:** [support@snailax.com](mailto:support@snailax.com)

### **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.

## **FREQUENTLY ASKED QUESTIONS**

What safety instructions should be followed when using the Snailax SL-296 Shiatsu Back Massager?

Instructions include avoiding water contact, not leaving it unattended when plugged in, and using only the provided power source.

Is the massager suitable for children or disabled persons?

Close supervision is necessary, and it is not recommended for use by children or disabled persons.

What power source should be used with the massager, and what should be avoided?

It should only be used with a standard 110V wall outlet, and other power sources should be avoided.

What are the features of the Snailax SL-296 Shiatsu Back Massager?

Features include flexible massage nodes, 8 rotating massage nodes, 3 massage zones, soothing heat therapy, high-quality PU and Mesh fabric cover, remote control, back straps for attachment, and a 15-minute auto timer.

What is included in the contents of the SL-296 Shiatsu Back Massager box?

The box includes the Shiatsu massage cushion with heat, a 12V home adapter, and technical data.

What are the technical specifications of the Snailax SL-296 Shiatsu Back Massager?

Measurements: 43 × 17 inches, Weight: 7.11 lbs, Voltage: Input AC 100-240V ~50/60Hz, Output: 12VDC 2000mA, Nominal Power: max. 24 Watt, and an automatic runtime of 15 minutes.

How should the massager be set up and operated?

It can be attached to a chair with elastic straps or placed on other support. Connect the adapter cable, plug it into an outlet, turn on the device using the controller, and use the detachable intensity control flap for a softer or more intense massage.

How can the Shiatsu intensity be adjusted if it is too strong?



Installing the flap onto the cushion or placing a blanket or towel between the user and the massager can soften the massage intensity.

What should be done if the Shiatsu nodes can't reach the lower back area?

Adjust the height of the back when sitting by using a seat cushion or a pillow.

What is the auto-timer setting, and how long does the massager run before switching off automatically?

The massager has a 15-minute auto timer, and it will switch off automatically after 15 minutes.

How should the massager be cleaned, and what precautions should be taken?

It should not be washed in a washing machine or immersed in water. It should be wiped with a slightly moist cloth, and the adapter should be removed before cleaning.

What are the common faults and solutions in the troubleshooting guide?

Solutions include reducing load for massage heads rotating at reduced speed, pressing the 'Full Back' button if massage heads only rotate in the upper or lower region, and resting the unit for 15 minutes if it switches off suddenly.

What is the warranty period for the Snailax SL-296 Shiatsu Back Massager?

The product comes with a 30-day unconditional return, 90-day refund/replace, and a 12-month warranty.

What is the FCC statement regarding the Snailax SL-296 Shiatsu Back Massager?

It complies with Class B digital device standards, and users are provided with guidelines to minimize interference.

What precautions are provided for avoiding interference with radio or television reception?

Precautions include reorienting or relocating the receiving antenna, increasing separation between equipment and receiver, and consulting a professional for help if interference occurs.

## VIDEO – PRODUCT OVERVIEW



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## References

- [User Manual](#)

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