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PHILIPS

Neck and Shoulder
Massager

Massage Shawl

PPM3321



User Manual

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1 Instructions for User

Please read this manual carefully before using the product and keep this manual properly.

Symbol Description

To avoid personal injury or property damage, be sure to observe the following.

- The following symbols respectively illustrate the items that you must observe.



Indicate prohibition



Indicate that you should do as instructed

People restricted or prohibited from use



The following groups shall use the product with caution

People under treatment at a medical institution or in the following conditions, should consult with a doctor or physiotherapist before using the product.

- People with implanted pacemakers or related medical electrical devices
- people with malignant tumor or heart disease
- Pregnant women or puerpera
- People suffering from a highly nerve ending disorder caused by diabetes
- People with skin trauma

- People with body temperature above 38°C
- People with back pain or who used to have pain in the head, waist, or feet
- People who are prone to numbness of hands and feet
- People who have difficulty with respirators
- People with hypertension
- People with acute symptoms of visceral diseases (gastritis, hepatitis, gastroenteritis, etc.)
- People with lumbar disc herniation, spondylitis
- People with osteoarthritis, arthritis, gout
- People with fractured spine or swollen bones
- People who have lost skin temperature sensation
- People with hypothermic burns
- People with abnormal back bones
- People with vascular disorders
- people who use restorers
- People with abnormal body sensation



The following groups are prohibited from using the product

People who have been advised by their doctor to abstain from exercise or stretching
Such as: thrombosis, severe aneurysm, acute venous aneurysm, various dermatitis, various skin infections. It is prohibited to use because it is easy to cause deterioration.

- People who cannot express their will or who cannot operate machines independently

- Children aged 14 and younger are prohibited from using this product or approaching to the product in operation
 - This product is set to operate for a fixed time of 15 minutes, and it should not be used continuously.
 - Use is prohibited under the following circumstances:
 - When you are severely tired
 - Within an hour before and after meals
 - When you are drunk
 - People with impaired skin perception or people who are insensitive to heat
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Precautions for Use

- ❗ Make sure the product is powered with a 220V~ AC. Never use other power adapters except for the original ones.
- ❗ Before use, check whether the product is intact. If any damage regardless of its extent is found, stop using the product immediately.
- ❗ Please remove the dust from the charger regularly. The accumulated dust on the plug is likely to induce moisture and cause poor insulation, eventually leading to fire.
- ❗ Before use, check if the switch and timer can work normally.
- ❗ If the product cannot work or you feel any abnormality, please stop using it immediately and unplug the power cord.
- ❗ In the event of a power outage, unplug the power cord.

- ❗ Be sure to unplug the power cord when the product is not used.
 - ❗ If the power cord is damaged, it must be replaced by a professional from the manufacturer, its repair department or similar department to avoid danger. Do not apply load to the power cord or cause damage to the power cord.
 - ⊘ Do not stand on the product or use the product as a toy to avoid accidents. Never disassemble, modify or repair the product or open the zipper by yourself.
 - ⊘ Do not use this product when your body is wet, or it is easy to get an electric shock.
 - ⊘ Do not wear too much to use the product, and do not let the surface of the product directly contact your skin during use.
 - ⊘ Do not use the product with its cover removed. This is likely to cause accidents.
 - ⊘ Do not pull the product with force, or stab the product with a knife or sharp object.
 - ⊘
 - ⊘
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Precautions for Operation Place

- ⊘ Do not use the product near a stove, in electric heating quilts or on electric blankets and other heating appliances, otherwise a fire or disaster may occur.
- ⊘ Do not cover the product with a towel, cloth or other objects.
- ⊘ Do not use this product near water-filled bathtubs, showers, washbasins, or other high-humidity vessels.

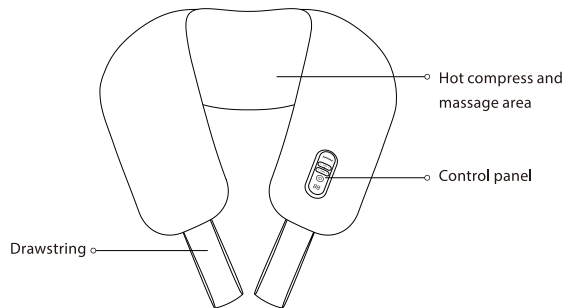
Precautions for Maintenance

- ❗ During maintenance, be sure to disconnect the power supply.
- ❗ When the product is not in use for a long time, be sure to unplug the power cord.
- ⊘ Do not drop the product or remote control and charger, or hit them with strong force.
- ⊘ Do not put too much weight on the product.
- ⊘ This product cannot be used for two persons simultaneously.
- ⊘ Do not spray water on the product.
- ⊘ Do not use the product in direct sunlight or at places where the room temperature is above 35°C.
- ⊘ Do not use the product in bathrooms or places with high humidity.
If the product has not been used for a long time, you have to check in advance whether the switch is normal prior to re-use.
- ❗ During maintenance, do not clean the product with volatile oil, diluent, alcohol, strong alkaline detergent, bleach and other cleaning agents.
- ❗ Simple blackening prevention facilities are provided for the product so that it can be transported by air, rail, road and ship. Avoid rain and snow, inversions and collisions during transport.
- ❗ Keep this product out of the reach of children.
- ❗ When storing, make sure the product cools down.
- ❗ Frequently check the product for signs of wear or damage. If there are such signs or the product has been misused, you must return the product to the supplier before reuse.

2 Product Features

This product can be used in two postures: sitting and standing. It can promote blood circulation and relieve muscle soreness and discomfort by tapping. There are multiple massage modes and tapping intensities available to meet the massage demands of different groups of people.

3 Parts Name



4 How to Use

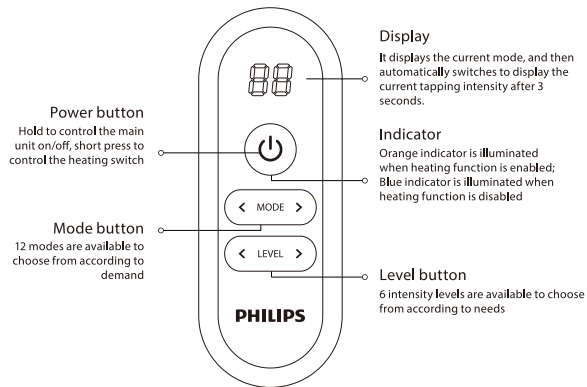
Preparations for Use

1. Check that the product and accessories are complete.
2. Always remove the pendant and decorations before use to avoid affecting the massage part.
3. Wrap the massage shawl around the neck (or other parts to be massaged) and adjust with a looped drawstring, or fix with a retaining clip.

Operation

1. Insert the power plug into a 220-240V power socket and the product will enter standby state.
2. Hold the power button to turn on the device; it will enter automatic tapping and heating mode ("Auto"; Intensity Level 1) by default, and the orange indicator ring will be illuminated.
3. Press the power button to disable the heating function, and the blue indicator will be illuminated.
4. Press Mode button to change the massage mode in the product. The product has 12 built-in modes, which can be set according to different requirements.
5. Press Level button to adjust the massage intensity. There are 6 intensities preset for users to choose freely.
6. This product is set to shut down each 15 minutes by default. To suspend massaging, you can hold the power button to restart it.

- When you are adjusting the mode, the display shows the current mode, and after 3 seconds, the current tapping intensity will be automatically displayed.
- Always unplug the power plug after using the product.



5 Maintenance

Cleaning Method

- The product cover cannot be removed.
 - (1)Remove the dust from the cloth cover of the product with a vacuum cleaner rather than by patting;
 - (2)Wipe off the dirt from the surface with a clean rag;
 - (3)Where the dirt accumulates in relatively deep places, dampen the cloth with neutral detergent, and then wipe gently;
 - (4)Prevent water from entering the product;
 - (5)Place the product and dry it naturally.
- Do not put the product in direct sunlight or at places with high humidity after use. If the product is left to be unused for a long time, remember to cover it with a cloth after removing dirt, so as to avoid dust.
- Disposal: Do not discard the product at random. Please scrap it according to the disposal method for each part to protect the environment.

- ❗ Be sure to unplug the power cord without using wet hands during maintenance.

6 Diagnosis

This chapter lists the most common problems to the product. If the problems you encounter are not included in the following tables, please call our service hotline or contact the authorized service center at the region where you are located.

Fault Symptom	Cause	Solution
Fault Symptom	Plug is not inserted properly	Insert the plug securely
	Power button is not enabled	Enable the power button
	The product automatically switches to standby mode immediately after it has just completed 15 min massage	If you want additional massage, press the power button again
	Excessive load is placed on the product (for example, standing on the product or placing some objects on top of the product)	Unplug the product, and remove excess load. Reinsert the power plug of the product to turn it on
Product becoming hot or suddenly getting inoperative halfway during use	You've had the product perform sets of 15 min massages	Unplug the product and allow it to cool.

Fault Symptom	Cause	Solution
A sound (thumping sound) coming out from the product	This sound is generated due to the mechanical structure of the product	This sound is normal
Power cord damaged and the product smoking		Stop using the product immediately and contact the authorized service center

If the product has been left unused for a long time, be sure to confirm that its function is normal before using it again.		
Regular check	Check for the following faults	In the event of the above faults, stop using the product immediately and cut off the power supply to avoid accidents. Please send the defective product to Philips's service center.
	<ul style="list-style-type: none"> • Whether the power cord or plug is hot • Whether the power cord is deeply scratched or deformed, and has a burnt smell • Abnormal sounds or vibrations are found during working • Power button failure to work normally after it is pressed and held for 2 s • There are other abnormalities or faults 	

Note:

If the fault cannot be eliminated or the product still cannot be operated ideally, please contact the after-sales service personnel, and do not disassemble or repair by yourself.

7 Main Specification

Product Name	Philips Neck and Shoulder Massager
Product Model	PPM3321
Operation Voltage	220-240V ~
Rated Frequency	50Hz
Rated Power	65W
Net Weight	Approx. 2 kg
Power Cord Length	Approx. 1.8 m
Product Dimension	190×170×70mm

8 Service Guideline for Warranty

Service and Support

If you require assistance with the operation of the product, its features or specifications. Please call Mann & Noble on +61 (0) 2 8801 7666 in Australia or +64 (0) 800 112 660 in New Zealand or email Philips.Massager.ANZ@mann-noble.com or visit www.philips.com/support.

Warranty

Please refer to the separate warranty leaflet provided with this product.

Warranty Card

Product model		User name	
Sales company		Phone number	
Purchase date		Serial number	
Special technical service station		User address	
Service content	Date	Service personnel	

9 Packing List

Main unit	1×	User manual	1×
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