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Rev A APR 24



**PHILIPS**

**肩頸按摩器**

按摩披肩

PPM3522



**User Manual**  
**使用說明書**

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# 1 Readme

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Please read this manual carefully before using the product and keep it properly. The manual is available at [www.philips.com](http://www.philips.com)

## Symbol Description

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

- The following symbols are used to illustrate what you should observe.


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 Indicates prohibition

 Indicates the actions that need to be subject to instructions

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## People Restricted or Prohibited from Use

 The product should be used with caution by the following groups/ under the following circumstances

People who are being treated in medical institutions, or have the following conditions, please be sure to consult a doctor or physiotherapist before use.

- People who are implanted with pacemakers or other medical electronic devices in their bodies
- People with skin trauma
- People with fever or body temperature exceeding 38°C
- People who are easy to suffer from numbness
- People who have difficulty with respirators
- People with hypertension

- People with acute symptoms such as visceral diseases (gastritis, hepatitis, gastroenteritis)
- People who have lost skin temperature sensation
- People who have experienced skin burns
- People who have abnormal body sensations

 The product is prohibited from use by the following groups/ under the following circumstances

People who are prohibited from exercising or stretching activities as advised by doctor

For example, people with thromboembolism, severe aneurysm, acute venous aneurysm, various skin inflammations, or various skin infections are prohibited because they can easily cause deterioration.

- People who cannot express their will or people who cannot operate devices by themselves.
- Children under the age of 6 are not allowed to use. Adolescents aged 6-14 should use it under the guidance of an adult guardian.
- Please stop immediately in case of abnormal reactions such as back pain, dizziness, vomiting, palpitation during use.
- The device is set to automatically shut down after 10 minutes. Do not use it for more than 10 minutes each time. Keep the device rest for 20 minutes after each use to ensure the extension of its service life.
- Do not use the product under the following circumstances:
  - When you are severely tired
  - Within one hour before and after meals
  - When you are drunk

## Precautions for Use

- ❗ The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.
- ❗ This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- ❗ Children should be supervised to ensure that they do not play with the appliance.
- ❗ This appliance contains batteries that are only replaceable by skilled persons.
- ❗ If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- ❗ Must be only supplied at safety extra low voltage corresponding to the marking on the appliance.
- ❗ Ensure that the device is in good condition before each use. If any damage is found, regardless of size, stop using it immediately.
- ❗ Please remove the dust on the charger regularly. The accumulated dust on the plug can easily cause poor insulation due to humidity, and eventually lead to fire.
- ❗ Before use, be sure to confirm whether the switch is working properly.
- ❗ Please stop using the product immediately when the device cannot be used or you feel abnormal.
- ❗ Unplug the charger plug in case of power outage.
- ❗ Be sure to turn off the power when it is not in use.
- ⊘ Do not load the charger to cause damage.
- ⊘ Do not stand on the device or use the device as a toy so as to avoid accidents.

- ⊘ Do not disassemble, modify or repair the product by yourself, nor unzip the product by yourself.
- ⊘ Do not use the device when your body is wet, otherwise it is easy to get an electric shock.
- ⊘ Do not remove the cover when using the device, for it is easy to cause an accident.
- ⊘ Do not pull the device with force, nor stab it with a knife or a sharp object.

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## Precautions for Use Places

- ⊘ Do not use the product near a stove, inside an electric heating quilt, or on heating appliances such as an electric blanket, which is easy to cause fire or failure.
- ⊘ Do not cover the product with a towel or cloth during use.
- ⊘ Do not use the device near a bathtub, shower, washbasin or other high-humidity vessel filled with water.
- ⊘ Do not use the device in places with room temperature above 35°C or in places with direct sunlight.
- ⊘ Do not use the device in bathrooms or places with high humidity.

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## Precautions for Maintenance

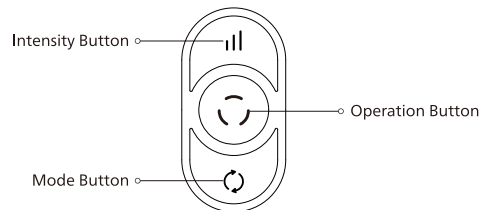
- ❗ Be sure to turn off the power and unplug the charger during the maintenance.
- ❗ Be sure to turn off the power and unplug the charger if the device is not in use for a long time.
- ⊘ Do not drop main unit, nor strike it strongly.
- ⊘ Do not exert great force on the device on purpose.
- ⊘ Do not pour water on the product.

- ❗ Be sure to confirm whether the switch is normal in advance before it is used again if it has not been used for a long time.
- ⊘ Do not use volatile oil, thinner, alcohol, strong alkaline detergent, bleach, etc. for cleaning and maintenance.
- ❗ The product is equipped with a simple shockproof facility, and is suitable for air, railway, road and ship transportation. Keep away from rain and snow splashing, inversion and collision during the transportation.
- ❗ Keep the product out of reach of children.
- ❗ If the product is not in use for a long time, store it properly after fully charging and place it in a safe, dry, ventilated and cool place.
- ❗ If the product is not in use for a long time, it is recommended to fully charge it once every 1 month.

## 2 Product Features

This product combines a 2-level hot compress function with 6-point kneading to massage and relax the shoulders, neck and back. A variety of massage modes and intensity levels are available, suitable for different groups of people.

## 3 Product Overview



## 4 How to Use



### Preparations before Use

1. Check whether the device and its accessories are complete.
2. Remove the pendants and accessories during use so as to avoid affecting the massage parts.


### Operation

#### Operation button

Operation button - press and hold (for 2 seconds)

- a. In the shutdown state: Press and hold the operation button for 2 seconds to turn on the device (voice prompt: massage on). By default, the device enters the kneading mode, with rst-level strength and rst-level hot compress temperature (button indicator remains pink).
- b. In the working state: Press and hold the operation button for 2 seconds to turn off the device (voice prompt: massage off), and the indicator turns off.


#### Operation button - press

- a. In the shutdown state: The button operation is invalid and the device will not respond.
- b. In the working state: Press the operation button to switch temperature levels  
Cycle through the temperature levels in sequence: second-level hot compress temperature (voice prompt: 45°C; button indicator remains red) → heating off (voice prompt: turn off heating; button indicator remains white) → rst-level hot compress temperature (voice prompt: 40°C; button indicator remains pink)



#### Mode button

- a. In the shutdown state: The button operation is invalid and the device will not respond.
- b. In the working state: Press the mode button to switch the modes circularly.  
Cycle through modes in sequence: Relaxing mode (voice prompt: relaxing mode) → Neck-care mode (voice prompt: neck-care mode) → Kneading mode (voice prompt: kneading mode).


#### Intensity button

- a. In the shutdown state: The button operation is invalid and the device will not respond.
- b. In the working state: Press the intensity button to switch the levels circularly.  
Cycle through the levels in sequence: second-level strength (voice prompt: Intensity level 2) — rst-level strength (voice prompt: Intensity level 1).

### Charging

1. When the battery is low, the button indicator light ashes red (voice prompt: The battery power is low, please charge it in time).
2. The product cannot work when charging, and the button indicator ashes red slowly. After fully charging, the button indicator remains white.

#### Notes:

1. Please use the charging cable provided with the product.
2. When the battery is low, the button indicator light ashes quickly. After 2 seconds, the indicator light goes out and the product will automatically shut down.
3. The device is set to automatically shut down after 10 minutes. If you need to stop midway, press and hold the operation button to turn it off.

## 5 Maintenance

### Cleaning

\* The product cover cannot be removed.

- (1) Wipe off the dirt on the surface with a clean cloth;
- (2) For the deep dirt, dampen a cloth with the neutral detergent and then gently wipe it;
- (3) Prevent the water from entering the product;
- (4) Let it air dry.

❗ Do not put it in places with direct sunlight or in places with high humidity after use. If it will not be used for a long time, after removing the dirt, cover it with a cloth and keep it away from dust.

❗ Be sure not to leave the product in a charging or working state during maintenance. Do not use wet hands to unplug the power supply to prevent electric shock.

❗ If the product will not be used for a long time, it is recommended to fully charge it once every 1 month.

### Disposal

The lithium-ion battery used in this product is a valuable resource that can be recycled. Take out the lithium-ion battery when it is used up and discarded, and then hand it over to a professional institution that can recycle the rechargeable batteries for disposal.

Precautions for battery:

1. Do not replace the battery on your own during the normal use.

2. Be sure to remove the battery from the device before disposal, with the steps as follows:

- Remove the product cover;
- Remove relevant internal wires and then remove the battery;
- The product must be powered off before the battery is removed;
- The battery must be disposed of in a safe manner.

## 6 Technical Parameters

Product Name	Philips Massage Shawl
Product Model	PPM3522
Operating Voltage	7.4V ===
Operating Power	16W
Charging Voltage	5V ===
Charging Current	2A
Battery Capacity	2000mAh
Product Dimension	282x361x115mm
Net Weight	Approx. 1.28kg
Date of Manufacture	See product compliance certificate

## 7 Troubleshooting

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 in your region.

Fault Description	Possible Cause	Solution
Product does not work	Low battery capacity when it is not in use for long time	After recharging, press and hold the operation button for 2 seconds again to turn on and use
	Did not press the operation button to turned on	Press and hold the operation button for 2 seconds to turn on and use
	The product has just completed a 10-minute massage and automatically switches to the power-off state	If you intend to massage again, press and hold the operation button for 2 seconds again
Suddenly stop working halfway	Low battery capacity	After recharging, press and hold the operation button for 2 seconds again to turn on and use
A sound comes from the product (vibration of massage heads)	The sound is caused by the mechanical structure of product	This is a normal phenomenon
Product smoking	Short circuit in the internal wires of product	Stop using immediately and contact the designated service center for the product

If the product has been left unused for a long time, be sure to confirm that its functions are normal before using it again

Regular check	Check for the following faults	In the event of the above faults, stop using the device immediately and cut off the power supply to prevent accidents. Please send it to our maintenance center.
	<ul style="list-style-type: none"> <li>Whether the charging cable is hot</li> <li>Whether the power cord is deeply scratched or deformed, or has a burnt smell</li> <li>Whether there is abnormal sound or vibration during work</li> <li>Whether the product can work properly after power on</li> <li>Whether there are other abnormalities or faults</li> </ul>	

Note: If the fault cannot be eliminated or the product still cannot be operated satisfactorily, contact the after-sales service personnel, and do not disassemble or attempt to repair it by yourself.



## 8 Service Guideline for Warranty

### Warranty and Service

The product is a household appliance with exquisite design and high-quality component. Within two years from the date of purchase, you will receive free warranty service for any damage caused by the manufacturing process or components under normal operation confirmed by our maintenance service.

The warranty service does not include consumable components, transportation fee and door-to-door service. Please show the proof of purchase to the service personnel during maintenance.

You cannot receive free warranty service under the following conditions:

1. Damage by improper operation, such as improper components connection, improper installation, deprived of manual use, mis-operation.
2. Negligence and damage because of transportation or other accident.
3. Maintenance and modification without approval.
4. Other damage caused by force majeure (such as natural disaster, abnormal voltage, etc.).
5. Damage caused by general use outside home (e.g. industrial and commercial use).
6. Aging, wearing and tearing caused by normal operation of the product without affecting normal operation of the product.

This statement serves as a publicity for free maintenance within the specified time limit and conditions, and does not limit the legal rights of consumers.

Please contact our local maintenance service center for any information or difficulties or you can consult through the hotline.

HongKong

Hotline: 852-3188-4987

Service Email: philips.massage.hk@centurytel.com

Taiwan

Hotline: 0800-661-600

Service Email: Philips.massager@xander.com.tw

### Warranty Card

Product Model		Customer Name	
Seller		Contact Number	
Date of Purchase		Serial Number	
Service Center		Customer Address	
Maintenance Content		Date	service personnel

## 9 Packing List

Massager	1x	User Manual	1x
Quick Start Guide	1x	USB Charging Cable	1x
Certificate	1x		

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# 1 用戶必讀

產品使用前請仔細閱讀並妥善保管本說明書。本說明書可在[www.philips.com](http://www.philips.com)獲取。

## 符號描述

為避免造成人身危害或財產損失，請務必遵守以下內容。

· 用以下圖示來分別說明希望遵守的內容。



表示禁止



表示需要根據指示去做

## 適用人群

⚠ 以下人群/情況應謹慎使用

在醫療機構治療中，或有下列狀況的人，使用之前請務必找醫生或者治療師商量。

- 體內有植入起搏器相關醫用電器產品的人群
- 皮膚受過創傷的人群
- 發燒、發熱或體溫超過38°C的人群
- 身體容易麻木的人群
- 對呼吸器有障礙的人群
- 高血壓症人群
- 內臟疾病(胃炎、肝炎、腸胃炎)等急性症狀的人群
- 對皮膚溫度感喪失人群
- 有過皮膚燒傷人群
- 身體感覺異常的人群

## 以下人群/情况禁止使用







醫生建議禁止運動或者伸展活動的人群

比如：血栓症，重度的動脈瘤，急性靜脈瘤，各種皮膚炎，各種皮膚感染症，因為容易引起惡化，所以禁止使用。






- 無法表達自己意志的人或者自己無法操作機器的人
- 本產品禁止6歲以下兒童使用，6-14歲青少年請在成年監護人的指導下使用
- 使用過程中，感覺腰疼，頭暈，嘔吐，悸動等身體異常反應的時候，請立即停止
- 本產品單次定時10分鐘，每次使用請不要超過10分鐘，使用後請讓機器休息20分鐘以確保機器壽命的延長
- 下列的情況不用使用
  - 劇烈疲勞的時候
  - 飯前、飯後一小時之內
  - 醉酒之後

## 使用注意事項


- ❗ 器具具有發熱表面。對熱不敏感的人使用時必須注意。
- ❗ 本電器不適用於身體、感官或智力能力下降或缺乏經驗和知識的人員（包括兒童）使用，除非由負責他們安全的人員對他們的使用進行監督或指導。
- ❗ 兒童應受監督，以確保他們不會玩弄電器。
- ❗ 如果電源軟線損壞，必須用專用軟線或從其製造商或維修部買到的專用組件來更換。
- ❗ 本電器含有的電池，應由技術人員更換電池。
- ❗ 電器只能在器具上標示的安全特低電壓內供電。
- ❗ 在使用前，請務必確認產品是否完好，若發現破損，無論大小，請立即停止使用。
- ❗ 請定期清理充電器上的灰塵，插頭上灰塵堆積容易因為濕氣引發絕緣不良，最終導致火災。

- ❗ 使用前，務必先確認一下開關是否正常使用。
- ❗ 無法使用，或者感覺異常的時候請立即停止使用。
- ❗ 停電時，請拔掉充電器插頭。
- ❗ 不在使用的時候請務必關閉電源。
-  不要對充電器進行負荷壓載，以致於充電器受損。
-  不要站在產品上面，也不要將產品當作玩具，避免發生意外。
-  請勿自行拆解、改裝或修理產品，也不要自行撬開產品。
-  身體有水的狀態下不要使用該產品，容易觸電。
-  不要把外皮套拿掉使用，容易引起事故。
-  不要用力拉扯產品，也不要用力或者尖銳的物品去刺產品。

## 使用場所的注意事項

-  不要靠近火爐，或者電暖被裏面以及電熱毯等暖房器具上使用，容易引起火災或故障。
-  不要在產品上蓋上毛巾或者布等物體使用。
-  不要在盛水的浴缸、淋浴、洗臉盆或其他高濕器皿附近使用本產品。
-  不要在室溫35℃以上的場所或者直射陽光的地方使用。
-  不要在浴室或者濕氣很大的場所使用。

## 保養的注意事項

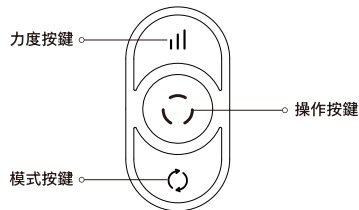
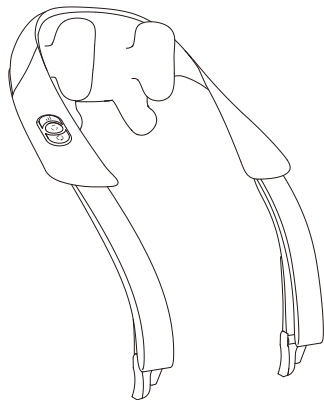
- ❗ 保養的時候，務必關閉電源，並拔掉充電器插頭。
- ❗ 長期不使用的時候，務必關閉電源，並拔掉充電器插頭。
-  不要摔落產品，也不要強烈的敲打。

- ⊘ 不要對產品故意施加過份力度。
- ⊘ 不要在產品上淋水。
- ❗ 長期沒有使用，再次使用的時候，務必事先確認開關等是否正常。
- ⊘ 保養的時候，請不要使用揮發油，稀釋劑，酒精，強鹼性洗潔劑，漂白劑等清洗。
- ❗ 產品設有簡易的防震設施，適合航空鐵路、公路及輪船運輸。運輸過程中應避免雨雪淋澆、倒置和碰撞。
- ❗ 請將本產品放在兒童接觸不到的地方。
- ❗ 長期不使用時，請充電滿後將產品妥善收納，放置於安全、乾燥、通風、陰涼處。
- ❗ 長期不使用時，建議每隔1個月為產品充滿電一次。

## 2 產品功能

本產品通過模擬人手揉捏，結合 2 檔熱敷功能，多重按摩放鬆肩頸背，多種按摩模式與力度檔位可供選擇，一機多用，適合不同人群。

## 3 產品概覽



## 4 使用方法

使用前注意事項：

1. 請檢查機器及配件完整。
2. 使用時請去除掛件和裝飾物，以避免影響按摩部位。

### 使用操作

操作按鍵 

操作按鍵—長按（2秒）：

- a. 在開機狀態下：長按2秒操作按鍵，啟動產品（語音提示：按摩開啟）。默認力度一檔，熱敷一檔（40°C），揉捏模式，指示燈粉色常亮；
- b. 在開機工作狀態下：長按操作按鍵2秒，關閉產品（語音提示：按摩結束），指示燈熄滅。

操作按鍵—短按：


- a. 在開機狀態下：短按操作按鍵，操作無效；
- b. 在開機工作狀態下：短按操作按鍵，切換熱敷檔位。

熱敷二檔（語音提示：45°C，電源指示燈紅色長亮）->關閉加熱（語音提示：關閉加熱，電源指示燈白色長亮）->熱敷一檔（語音提示：40°C，電源指示燈粉色長亮），依序循環。

模式按鍵 

- a. 在開機狀態下：短按模式按鍵，操作無效；
- b. 在開機工作狀態下：短按模式按鍵切換模式。

舒緩模式（語音提示：舒緩模式）->護頸模式（語音提示：護頸模式）->揉捏模式（語音提示：揉捏模式），依序循環。

力度按鍵 

- a. 在開機狀態下：短按力度按鍵，操作無效；
- b. 在開機工作狀態下：短按力度按鍵切換力度檔位。

力度二檔（語音提示：力度二檔）->力度一檔（語音提示：力度一檔），依序循環。

### 充電說明

1. 低電量時，按鍵指示燈紅色閃爍（語音提示：產品電量低，請及時充電）。
2. 充電時產品不能工作，按鍵指示燈紅色慢閃。充滿電後，按鍵指示燈常亮白色。

溫馨提示：

1. 請使用本產品配備的充電線。
2. 電量不足時，按鍵指示燈快速閃爍，2秒後指示燈熄滅，產品自動停止工作。
3. 產品默認設定為10分鐘定時關機。若在按摩過程中需要中途停止，請長按操作按鍵停止。

## 5 保養維護

### 清潔方式

※產品外套無法取下。

- (1)表面髒汙可用乾淨的抹布去除；
- (2)比較深的髒汙，用中性洗潔劑沾濕抹布，然後輕輕的擦除；
- (3)不要讓水進入到產品內部；
- (4)放置自然乾燥。

- ❗ 使用之後不要放在陽光直射的地方或者濕氣很大的地方。如果長時間不使用的話，去除髒汙後，用布蓋好放置，不要沾染灰塵。
- ❗ 保養的時候，一定不要讓產品處於充電或工作狀態。在拔掉充電器插頭時，不要用濕手拔出電源，以防觸電。
- ❗ 本產品長期不使用時，請每隔1個月對產品進行充電一次。

### 廢棄方式

本產品所用的鋰離子電池是可回收再生的貴重資源，請在使用完畢廢棄之時，將鋰離子電池取出，交給可進行充電式電池回收再生處理的專業機構進行處理。

電池注意事項：

1. 正常使用期間請勿自行更換電池。
2. 在廢棄產品前，必須將電池從產品中取出。取出步驟如下：
  - 拆開產品外套；
  - 將內部相關的電線拆除，再將電池取下，既可取出電池；
  - 在取出電池時，產品必須要斷電；
  - 電池應安全地處置。

## 6 主要技術參數

產品名稱	飛利浦按摩披肩
產品型號	PPM3522
操作電壓	7.4V ===
操作功率	16W
充電電壓	5V ===
充電電流	2A
電池容量	2000mAh
產品尺寸	282x361x115mm
產品淨重	約1.28kg
生產日期	見產品合格證

## 7 故障診斷

本章列出了關於本產品最常見的問題。如果您無法在其中找到您所遇問題的答案，請聯繫服務熱線或您所在地區的授權服務中心。

問題描述	可能原因	解決方式
產品不能運作	長期不使用，電池電量不足	請重新充電後，再次長按操作按鍵 2 秒開機使用
	操作按鍵沒有開啟	請長按操作按鍵 2 秒開機使用
	本產品剛完成 10 分鐘按摩並自動切換自至關機狀態	如果您想再按摩一次，請再次長按操作按鍵 2 秒
使用到一半突然無法使用	產品電量不足	請重新充電後，再次長按操作按鍵 2 秒開機使用
有聲音從產品中傳出（按摩頭振動聲）	此聲音是由於產品的機械結構造成的	此聲音是正常的現象
產品冒煙	產品內部導線短路	立即停止使用，並與此產品指定服務中心聯繫

長時間未使用後，務必先確認功能正常，才能再次使用。		
定期檢查	有無以下故障	
	<ul style="list-style-type: none"><li>· 充電線發熱</li><li>· 充電線有深深的傷痕或者變形、有焦味</li><li>· 工作中有異常的聲音或者震動</li><li>· 開啟關閉後，不正常工作</li><li>· 有其他異常或者故障</li></ul>	若出現上述故障，為了防止引發事故，請立刻停止使用，並切斷電源。請送往本公司維修點。

注意：  
如果無法排除故障或產品仍無法理想操作，與售後服務人員聯繫，切勿自行拆卸或嘗試維修。

## 8 產品保修服務指南

### 保修及服務

此產品是一件設計精良，用高品質元件製造之家用電器，在正常使用及保養下應能發揮其優越性能。在購買日期後起計兩年內，凡經本公司特約維修站人員確認為正常使用情況下，因製作工藝或原配件造成之損壞，您都將獲得免費保修服務。此免費服務不包括需時常更換的消耗品，運輸費及維修人員上門服務費，維修時請提供有效購買憑證。

以下情況將不能獲得免費服務

1. 使用不當引起的人為損壞，例如接入不適當配件、不適當之安裝、不依說明書使用、錯誤使用或疏忽而造成損壞等。
2. 因運輸及其他意外而造成之損壞。
3. 非經本公司認可之維修和改裝。
4. 其他因不可抗力（如自然災禍，電壓異常等）造成的損壞。
5. 一般家庭以外使用（如工業、商業用等）而造成的損壞。
6. 正常使用引起的產品老化，磨損等，但不影響產品使用。

該說明作為在規定期限及條件之內進行免費維修的宣傳，並不限製消費者的法定權力。

若您需諮詢相關資訊，或遇困難事項時，請聯絡本公司當地維修服務中心，或向服務熱線諮詢。

香港：

服務熱線：852-3188-4987

服務郵箱：philips.message.hk@centuryfield.com

臺灣：

服務熱線：0800-661-600

服務郵箱：Philips.massager@xander.com.tw

## 保修卡

產品型號		用戶姓名	
銷售單位		聯繫電話	
購買日期		出廠編號	
維修內容		用戶地址	
特別技術服務站	時間	保修人員	

## 9 裝箱清單

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主機	1 ×	說明書	1 ×
快速入門指南	1 ×	USB充電線	1 ×
合格證	1 ×		