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Made in China

Rev A DEC 23



PHILIPS

Neck and Shoulder
Massager

Neck Massager

PPM3311



User Manual

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1 Read me

Please read this manual carefully before using the product and keep it properly. The manual is available at 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.
-

 Indicates prohibition

 Indicates the actions that need to be subject to instructions

People Restricted or Prohibited from Use

 The product should be used with caution by the following groups

- People who are treated in medical institutions or have the following conditions shall consult with a doctor or physical therapist before using.
- People who are implanted with pacemakers or other medical electronic devices in their bodies
- People with malignant tumors
- People with heart disease
- People with highly impaired nerve endings caused by diabetes
- 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 (inflammation, hepatitis, gastroenteritis)
- People suffering rheumatoid arthritis, arthritis and gout
- People with acute symptoms such as visceral diseases (gastritis, hepatitis, gastroenteritis)
- People who have experienced low-temperature burns
- People with abnormal back bones
- People who have vascular disorders
- People who use restorers
- People with abnormal body sensations



The product is not allowed to be used 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, and various skin infections. Because they are easy to worsen, these people are prohibited from using this product.

- This product is not suitable for people who cannot express their will or operate device 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.
- Do not use the product on the head, chest, or abdomen.
- Stop using the product immediately in case of abnormal reactions such as dizziness, vomiting and palpitations 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 30 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 30 minutes 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.
- ! If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
- ! This appliance contains batteries that are only replaceable by skilled persons.
- ! Must be only supplied at safety extra low voltage corresponding to the marking on the appliance.
- ! If the battery power is depleted during first use or after being left aside for a long time, follow the instructions for charging to ensure that the product can work normally.

- ❗ In case of any abnormality resulting in failure to operate, immediately cut off the power supply, otherwise high temperature or short circuit accident may occur. Meanwhile, please contact the maintenance service center in time.
 - ❗ Do not use the product on the same area for more than 30 minutes, otherwise it may cause muscle fatigue or burns in the massage area and result in discomfort.
 - ❗ Unplug the charging cable in case of power outage.
 - ⊘ Do not stand on top of main unit or use the product as a toy to avoid accidents.
 - ⊘ Do not disassemble, modify or repair the product by yourself, nor unzip the product by yourself.
-

Precautions for the Use Places

- ⊘ Do not cover the product with a towel or cloth during use.
 - ⊘ Do not use the product near a bathtub, shower, washbasin or other high-humidity vessel filled with water.
 - ⊘ 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.
-

Precautions for Maintenance

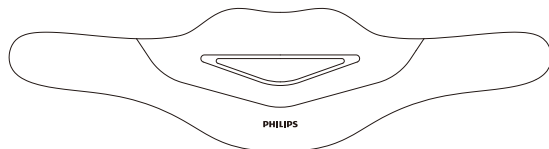
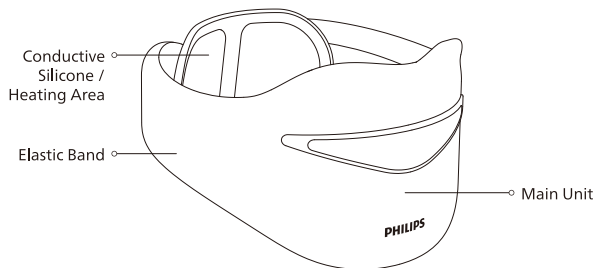
- ❗ If the product is not in use for a long time, it is recommended to fully charge it once every 1 month.
- ❗ Be sure to confirm whether the switch is normal in advance before it is used again if it has not been used for a long time.

- ❗ 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.
- ❗ Make the device cool down before storing.
- ⊘ 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.
- ⊘ Do not use volatile oil, thinner, alcohol, strong alkaline detergent, bleach, etc. for cleaning and maintenance.

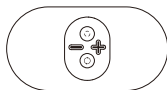
2 Product Features

The product is designed to relieve neck pressure by a combination of microcurrent massage and warm compress. The main body of the cushion can strongly support the chin and maintain the normal curvature of the neck. A variety of massage modes and intensities are available, which is suitable for different users for neck massage and caring.

3 Product Overview



(Main Unit)



(Microcurrent Pulse Massage Components)

4 How to Use

Preparations Before Use

- (1) Check whether the device and accessories are complete.
- (2) Remove the pendants and decorations to avoid affecting the massage area.

Operation

Power Function Button

1. Power on/off

- (1) Press and hold the power function button for 2 seconds to turn on/off.
- (2) After being powered on, the device enters the pressing mode, intensity level 1 and hot compress level 1 by default. The mode indicator turns green and the power indicator turns yellow.

2. Adjust hot compress levels

- (1) Press the power function button to switch the device to hot compress level 2, and the power indicator turns orange with two beeps. Press again to switch to hot compress level 1, and cycle in sequence.
- (2) Double click the power function button to turn off the hot compress, and the power indicator turns blue.
- (3) Double click the power function button again to turn on hot compress level 1, and the power indicator turns yellow, with a "beep" prompt.

Mode Button

1. Switch modes

Press the mode button to switch the massage modes. The color of the mode indicator changes with different modes; after switching modes, the intensity returns to level 1.

2. Turn off/on pulse massage

Double click the mode button to turn off or turn on pulse massage. The mode indicator goes out when the pulse massage is turned off, and lights up when it is turned on.

Note: If both hot compress and pulse massage are turned off, the device will automatically power off after 30 seconds.

Intensity Down Button

The massage intensity is available in 1-12 levels. Press "-" to decrease the pulse intensity. Press "-" when it is at level 1, there will be two beeps.

Intensity Up Button

The massage intensity is available in 1-12 levels. Press "+" to increase the pulse intensity. Press "+" when it is at level 12, there will be two beeps.

Description Of Indicator Light

1. Power indicator

(1) Low battery warning

When the battery level is below 10% in the power-on state, the power indicator will flash blue for 5 seconds to warn, and the device will automatically shut down.

When the battery level is below 10% in the power-off state, the power indicator will flash blue for 5 seconds to warn, and the device will not turn on.

(2) Charging status display

When charging, the power indicator flashes blue slowly and remains on after being fully charged.

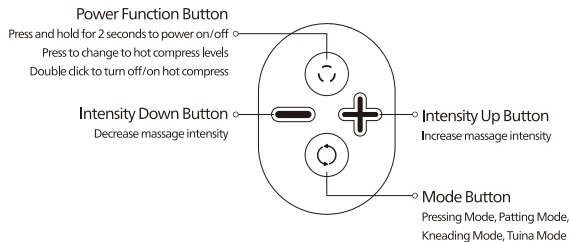
2. Mode indicator

Pressing Mode: The mode indicator turns green, with a prompt of one beep.

Patting Mode: The mode indicator turns ice blue, with a prompt of two beeps.

Kneading Mode: The mode indicator turns dark blue, with a prompt of three beeps.

Tuina Mode: The mode indicator turns white, with a prompt of four beeps.



Charging

1. Low battery warning

When the battery level is below 10% in the power-on state, the power indicator will flash blue for 5 seconds to warn, and the device will automatically shut down.

When the battery level is below 10% in the power-off state, the power indicator will flash blue for 5 seconds to warn, and the device will not turn on.

2. When charging, the power indicator flashes blue slowly, and product cannot be turned on for use. It takes about 2 hours to be fully charged, and the blue indicator will remain on.

Note:

1. Please use a 5V \equiv charger produced by a reputable manufacturer for charging. Do not use chargers without manufacturing information.
2. When the battery is low, the blue indicator light will flash 5 times with a voice warning, and then the product will stop working.
3. Please choose a reasonable massage method based on your own situation. It is recommended to use it for no more than 30 minutes to avoid excessive massage.

5 Maintenance

Cleaning

1. Remove the dust from the cloth cover of the product with a vacuum cleaner, or wipe the dust gently with a clean cloth, rather than strongly pat it;
2. Wipe off the dirt on the surface with a clean cloth;
3. For the deep dirt, dampen a cloth with the neutral detergent and then gently wipe it;
4. Prevent the water from entering the product;
5. 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.

Disposal

To protect the environment, please dispose of it according to the disposal method of each part. Do not dispose of it randomly.

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.

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:
 - Take apart the product controller;
 - 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 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	Fault	Solution
Failure to start the device	Low battery capacity	Fully charge it before use
	Did not press the operation button to turned on	Press and hold the operation button to turn on and use
Suddenly stop operating halfway	Low battery capacity	Fully charge it before use
	The device completed a 10-minute massage and powered off	If you intend to massage again, press and hold the operation button for seconds again
Failure to charge or no charging indication	The adapter or charging cable is not connected properly	Reconnect the charging cable and plug in the adapter to charge
	Internal components failure	Please contact after-sales service

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	Are there any 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"> • Whether the charging cable or charging port is hot • Whether the charging cable is deeply scratched or deformed, or has a burnt smell • Whether there is abnormal sound or vibration during work • Whether the product can work properly after power on • Whether there are other abnormalities or faults 	

Note:

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

7 Technical Parameters

Product Name	Philips Neck Massager
Product Model	PPM3311
Operating Voltage	3.7V \equiv
Operating Power	3W
Charging Voltage	5V \equiv
Charging Current	1A
Product Dimension	170x180x110mm
Net Weight	About 0.15kg
Battery Capacity	950mAh
Charging Time	\leq 2 hours
Charging Port	Type-C

8 Service Guideline for Warranty

Warranty and Service

If you need information or have any questions, please visit www.philips.com/-support or contact consumer service center in your country/region. If there is no consumer service center in your country/region, please contact your local distributor.

Within two years from the date of purchase, you will receive free warranty service for any damage caused by manufacturing process problems, or any damage to components under normal use conditions confirmed by our maintenance service personnel.

Warranty service excludes frequently replaced consumables, auxiliary equipment, shipping cost and door-to-door service. Please show proof of purchase to service personnel when servicing.

Malaysia
Consumer Care: +60-128868274
Email: philips.message@real.tmy.net

Singapore
Consumer Care: +65-89420233
Email: philips.message@real.tsg.net

Philippines
Consumer Care: +63-9604111314
Email: Philips.massager.ph@orohome.com

Thailand
Consumer Care: +66-20051888
Email: Philips_massager@orohome.co.th

Indonesia
Consumer Care: +021-39715012 / +021-39715013
Email: Philips_Massager.ID@orohomeindonesia.com

Vietnam
Consumer Care: +84-909800829
Email: Philips.massager.VN@orohome.vn

Warranty Card

Product Model		User Name	
Sales Agency		Phone Number	
Date of Purchase		Serial Number	
Special Technical Service Center		User Address	
Items of Maintenance	Date		Service Personnel

9 Packing List

Massager	1×	Belt Extender	1×
Type-C Charging Cable	1×	User Manual	1×
Quick Start Guide	1×		

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1 用户必读

产品使用前请仔细阅读并妥善保管本说明书。本说明书可在www.philips.com获取。

符号描述

为避免造成人身危害或财产损失，请务必遵守以下内容。

· 用以下图示来分别说明希望遵守的内容。

 表示禁止

 表示需要根据指示去做

禁忌人群

 以下人群/情况应谨慎使用

在医疗机关治疗中的或者下列一些状况的人，使用之前请务必找医生或者理疗医师商量。

- 体内有植入起搏器相关医用电器产品的人群
- 恶性肿瘤的人群
- 心脏病人群
- 糖尿病引起的高度神经末梢有障碍的人群
- 皮肤受过创伤的人群
- 发烧、发热或体温超过38℃的患者
- 容易麻木的人群
- 对呼吸器有障碍的人群
- 高血压症人群

- 内脏疾病(胃炎, 肝炎, 肠胃炎)等急性症状的人群
- 变形性关节炎, 关节炎, 痛风人群
- 对皮肤温度感丧失人群
- 有过低温烧伤人群
- 背骨异常的人群
- 血管障碍相关的人群
- 复原器使用的人群
- 身体感觉异常的人群

以下人群/情况禁止使用

医生建议禁止运动或者伸展活动人群

比如: 血栓症、重度的动脉瘤、急性静脉瘤、各种皮炎、各种皮肤感染症, 因为容易引起恶化, 所以禁止使用。

- 无法表达自己意志的人或者自己无法操作机器的人
- 本产品禁止6岁以下儿童使用, 6-14岁青少年请在成年监护人的指导下使用
- 不要用于头部、胸部、或者腹部
- 使用过程中, 感觉头晕, 呕吐, 悸动等身体异常反应的时候, 请立即停止
- 本产品单次定时10分钟, 每次使用请不要超过10分钟, 使用后请让机器休息30分钟以确保机器寿命的延长
- 下列的情况不得使用
 - 剧烈疲劳的时候
 - 饭前、饭后一小时之内
 - 醉酒之后

使用注意事项

- ❗ 器具具有发热表面。对热不敏感的人使用时必须注意。
- ❗ 本电器不适用于身体、感官或智力能力下降或缺乏经验和知识的人员(包括儿童)使用, 除非由负责他们安全的人员对他们的使用进行监督或指导。
- ❗ 应监督儿童, 确保他们不玩电器。
- ❗ 如果电源线损坏, 必须用专用软线或从其制造商或维修部买到的专用组件来更换。
- ❗ 本电器含有的电池, 应由技术人员更换电池。
- ❗ 电器只能在器具上标示的安全特低电压内供电。
- ❗ 初次使用时或长时间搁置后, 电池电量损耗, 按照说明书进行充电操作, 确保产品能正常工作。
- ❗ 发生不能运转的异常情况时, 请立即切断电源, 否则可能会产生高温或短路事故, 同时请及时联系客服。
- ❗ 请不要在同一部位使用30分钟以上, 否则可能使按摩部位肌肉疲劳或烫伤引起身体不适。
- ❗ 停电时, 请拔掉充电线。
- ⊘ 不要站在本体上面, 也不要将产品作为玩具, 避免发生意外。
- ⊘ 绝对不要分解, 改造或者自己修理产品, 也不要自己打开拉链。

使用场所的注意事项

- ⊘ 不要在产品上盖上毛巾或者布等物体使用。
- ⊘ 不要在盛水的浴缸、淋浴、洗脸盆或其他高湿器皿附近使用本产品。
- ⊘ 不要在火炉附近、电暖被内、电热毯等暖气器具上使用本产品, 否则容易引起火灾或故障。

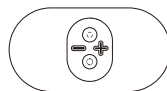
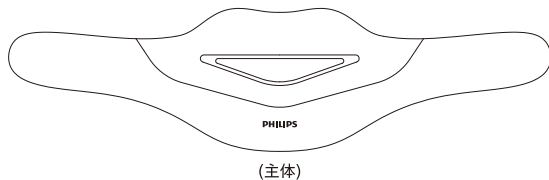
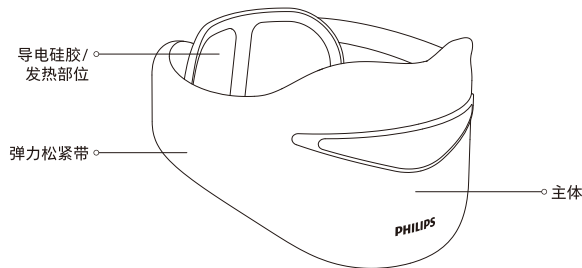
保养的注意事项

- ❗ 长期不使用的時候，请每隔1个月拿出来充一次电。
- ❗ 长期没有使用，再次使用的時候，务必事先确认开关等是否正常。
- ❗ 产品设有简易的防震设施，适合航空、铁路、公路及轮船运输。运输过程中应避免雨雪淋溅、倒置和碰撞。
- ❗ 请将本产品放在儿童接触不到的地方。
- ❗ 存放器具时，先让器具冷却下来。
- ⊘ 不要摔落本体，也不要强烈的敲打。
- ⊘ 不要故意加大力在产品上。
- ⊘ 不要在产品上淋水。
- ⊘ 保养的时候，请不要使用挥发油，稀释剂，酒精，强碱性洗涤剂，漂白剂等清洗。

2 产品功能

本产品通过微电流按摩，搭配热敷功能，卸去颈部压力。防低头设计，有力支撑下巴，颈托和按摩相结合，多种按摩模式和力度可供选择，适合不同人群用于颈部按摩保养。

3 部件名称



(微电流脉冲按摩组件)

4 使用方法

使用前的准备事项

1. 请检查机器及配件完整。
2. 请去除挂件和装饰物, 以避免影响按摩部位。

使用操作

电源功能按键

1. 开机/关机:
 - (1) 长按电源功能按键2秒开机/关机。
 - (2) 开机后, 默认进入按压模式, 模式指示灯亮绿色, 力度1挡; 热敷1挡开启, 电源指示灯亮黄色。
2. 调节热敷档位:
 - (1) 短按电源功能按键, 切换为热敷2挡, 电源指示灯亮橙色, 伴有“嘀嘀”提示。再次短按切换为热敷1挡, 依次循环。
 - (2) 双击电源功能按键则关闭热敷, 电源指示灯亮蓝色。
 - (3) 再次双击电源功能按键则开启热敷1挡, 电源指示灯亮黄色, 伴有“嘀”提示。

模式按键

1. 切换模式:

短按模式按键切换按摩模式, 模式指示灯颜色随不同模式而改变; 切换模式后, 力度恢复至1挡。
2. 关闭/开启脉冲按摩:

双击模式按键可关闭或开启脉冲按摩, 模式指示灯灭。

注意: 若热敷和脉冲都关闭, 30秒后设备将自动断电。

减挡键

脉冲力度1~12挡可选, 短按“-”可降低脉冲力度。1挡时按“-”, 伴有“嘀嘀”提示。

加挡键

脉冲力度1~12挡可选, 短按“+”可增加脉冲力度。12挡时按“+”, 伴有“嘀嘀”提示。

指示灯说明

1. 电源指示灯

(1) 低电量报警

开机状态下, 当电池电量低于10%时, 电源指示灯亮蓝色闪烁5秒报警且自动关机。

关机状态下, 当电池电量低于10%时, 电源指示灯亮蓝色闪烁5秒报警且不开机。

(2) 充电状态显示

充电时, 电源指示灯亮蓝色缓慢闪烁, 充满后常亮。

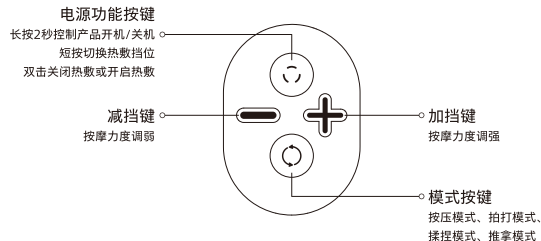
2. 模式指示灯

按压模式: 模式指示灯亮绿色, 伴有“嘀”提示;

拍打模式: 模式指示灯亮冰蓝色, 伴有“嘀嘀”提示;

揉捏模式: 模式指示灯亮深蓝色, 伴有“嘀嘀嘀”提示;

推拿模式: 模式指示灯亮白色, 伴有“嘀嘀嘀嘀”提示。



充电说明

1. 低电量报警

开机状态下,当电池电量低于 10% 时,电源指示灯亮蓝色闪烁 5 秒报警且自动关机;
关机状态下,当电池电量低于 10% 时,电源指示灯亮蓝色闪烁 5 秒报警且不开机;

2. 充电时,蓝色指示灯缓慢闪烁,产品不能开机使用,充电至饱和状态需要约 2 小时,
充满电,蓝色指示灯常亮。

温馨提示:

- 1.请使用正规厂家生产5V== 充电器进行充电, 请勿使用无制造信息的充电器。
- 2.电量不足时, 蓝色指示灯闪烁5次并语音警报, 产品停止工作。
3. 请根据自身情况合理选择按摩方式, 建议使用时间不超过30分钟, 避免过度按摩。

5 保养维护

清洁方式

1. 产品布套上的灰尘,不要拍打,用吸尘器去除或用于抹布轻轻清除;
2. 表面脏污可用干净的抹布去除;
3. 比较深的脏污,用中性洗涤剂沾湿抹布,然后轻轻的擦除;
4. 不要让水进入到产品内部;
5. 放置自然干燥。

❗ 使用之后不要放在阳光直射的地方或者湿气很大的地方。如果长时间不使用的
的话,去除脏污后,用布盖好放置,不要沾染灰尘。

❗ 保养的时候,一定要把充电线拔掉,但是不要用湿手去拔除电线。

废弃方式

为了保护环境,不要随意废弃,请根据各个部位的废弃方法进行废弃。

本产品所用的锂离子电池是可回收再生的贵重资源,请在使用完毕废弃之时,将锂离子
电池取出,交给可进行充电式电池回收再生处理的专业机构进行处理。

1. 正常使用期间请勿自行更换电池。
2. 在废弃产品前,必须将电池从产品中取出。取出步骤如下:
— 拆开产品外控制器;
— 将内部相关的电线拆除,再将电池取下,即可取出电池;
— 在取出电池时,产品必须要断电;
— 电池应安全地处置。

6 故障诊断

本章列出了关于本产品最常见的问题。如果您无法在其中找到您所遇问题的答案,
请联系服务热线或您所在地区的授权服务中心。

故障描述	可能原因	解决方式
产品不能工作	电池电量不足	充满电后再使用
	电源功能键没有开启	长按电源功能按键启动
按摩在进行当中突然停止	电池电量不足	充满电后再使用
	10分钟定时按摩已经结束	如果您想再按摩一次, 请再次长按电源功能按键启动
不能充电或无充电指示	适配器或充电线未插到位	重新连接充电线插好适配器充电
	内部零件故障	请联系售后客服处理

长时间未使用后，务必先确认功能正常，才能再次使用。		
定期 检查	有无以下故障	若出现上述故障，为了防止引发事故，请立刻停止使用，并切断电源。请送往本公司维修点。
	<ul style="list-style-type: none"> · 充电线或者插头发热 · 充电线有深深的伤痕或者变形、有焦味 · 工作中有异常的声音或者震动 · 开启开关后，不正常工作 · 有其他异常或者故障 	

注意：

如果无法排除故障或产品仍无法理想操作，与售后服务人员联系，切勿自行拆卸或尝试维修。

7 主要技术参数

产品名称	飞利浦颈部按摩器
产品型号	PPM3311
工作电压	3.7V ---
工作功率	3W
充电电压	5V ---
充电电流	1A
产品尺寸	170×180×110mm
产品净重	约0.15kg
电池容量	950mAh
充电时间	≤2h
电源接口	Type-C

8 产品保修服务指南

保修及服务

如果您需要信息或有任何问题，请访问www.philips.com/support或联系您所在国家/地区的消费者服务中心。如果您所在的国家/地区没有消费者服务中心，请联系当地经销商。自购买之日起两年内，因制造过程问题造成的任何损坏，或经我们维修服务人员确认的在正常使用状况下的部件损坏，您将获得免费保修服务。保修服务不包括经常更换的耗材、辅助设备、运输费用和上门服务。维修时请向服务人员出示购买凭证。

马来西亚

服务热线: +60-128868274

服务邮箱: philips.message@real.tmy.net

新加坡

服务热线: +65-89420233

服务邮箱: philips.message@real.tsg.net

菲律宾

服务热线: +63-960411314

服务邮箱: Philips.massager.ph@orrohome.com

泰国

服务热线: +66-20051888

服务邮箱: Philips_massager@orrohome.co.th

印度尼西亚

服务热线: +021-39715012 / +021-39715013

服务邮箱: Philips_Massager.ID@orrohomeindonesia.com

越南

服务热线: +84-909800829

服务邮箱: Philips.massager.VN@orrohome.vn

保修卡

产品型号		用户姓名	
销售单位		联系电话	
购买日期		出厂编号	
特别技术服务站		用户地址	
维修内容	时间	保修人员	

9 装箱清单

主机	1×	延长带	1×
Type-C 充电线	1×	说明书	1×
快速入门指南	1×		