成品尺寸：90×120mm　　　　　　　　材质：双胶纸

颜色：黑色 C 0 M 0 Y 0 K 100　　　　工艺：骑马钉装，单色双面印刷

請在以下網站鏈接中瞭解詳情

www.philips.com

本手冊內容與實物可能存在差異，請以實物為准，如產品有任何更新恕不另行通知。
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水護盾是飛利浦飲水解決方案、熱水解決方案、衛浴解決方案、水杯、個人按摩器及運動器械唯一品牌官方授權運營主體。

Rev A APR 25

PHILIPS

肩頸按摩器

按摩披肩

PPM3523

使用說明書

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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。

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理療醫師商量。

· 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
· 體溫38° C以上的人群
· 身體容易麻木的人群
· 對呼吸器有障礙的人群
· 高血壓症的人群
· 內臟疾病（胃炎，肝炎，腸胃炎）等急性症狀的人群
· 對皮膚溫度感喪失的人群
· 有過皮膚燒傷的人群
· 身體感覺異常的人群

⊘ 以下人群 / 情況禁止使用

醫生建議禁止運動或伸展活動的人群。
比如：血栓症、重度動脈瘤、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群
· 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
· 使用過程中感覺疼痛、頭暈、嘔吐、悸動等身體異常反應的時候，請立即停止使用
· 本產品單次定時10分鐘，每次使用請不要超過20分鐘，,使用後請讓機器休息20分鐘以確保機器壽命的延長
· 下列的情況不要使用
-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

❗ 電器表面會發熱。對熱不敏感的人群使用時必須小心。
❗ 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督或指導。
❗ 應監督兒童，確保他們不玩電器。
❗ 本電器含有的電池,應由技術人員更換電池。
❗ 電器僅提供標示於電器之超低安全電壓來使用。
❗ 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。
❗ 具有發熱器具表面，對熱不敏感的人，使用時必須注意。
⊘ 禁止給產品帶來巨大的沖擊和負荷。
⊘ 不要對充電器進行負荷壓載，以致於充電器受損。
⊘ 絕對不要分解，改造或者自己修理產品，也不要自己打開拉鏈。
⊘ 身體有水的狀態下請不要使用產品，容易引發觸電。
⊘ 不要用力拉扯產品，也不要用刀或者尖銳的物品去刺產品。
⊘ 不要摔落本體，也不要強烈的敲打。
⊘ 不要故意加大力在產品上。
⊘ 不要在產品上淋水。
⊘ 充電時，產品不可使用。

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。

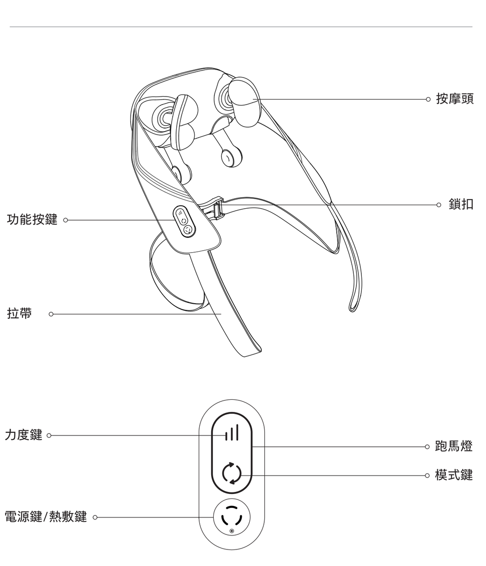
保養的注意事項

❗ 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。
❗ 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。
❗ 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。
❗ 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濕、倒置和碰撞。
⊘ 保養時，請不要使用揮發油，稀釋劑，酒精，強鹼性洗潔劑，漂白劑等清潔。

2 產品功能

本產品通過 6D 仿人手揉捏按摩，結合 2 擋熱敷功能，多重按摩放鬆肩頸背，2 種按摩模式與 2 擋力度擋位選擇，一機多用，適合不同人群按摩肩頸 / 腰背 / 腿 / 手臂。

3 部件名稱



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。
3、若你有長髮請在使用本產品前綁好頭髮。

使用操作

電源鍵

在待機狀態下長按2秒，蜂鳴器長鳴2秒，產品開機，電源鍵紅色燈指示燈長亮，開機默認為揉捏模式一、力度弱檔、加熱低擋，並開始倒計時（系統默認定時時間 10 分鐘）。在開機狀態下長按2秒此按鍵，蜂鳴器長鳴2秒，或定時時間到後，恢復到張開狀態，系統關機進入待機狀態。

力度鍵

產品開機狀態下，默認最弱檔按摩，再按此鍵進入強檔按摩，開機狀態下按此鍵依次循環。

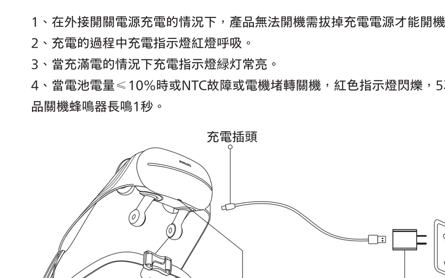
模式鍵

在開機狀態下按此按鍵，可切換按摩模式；開機默認模式一，切換順序爲：模式二→模式三→模式四→模式一，以此循環。若只開模式無加熱狀態下，電源綠色指示燈長亮，預熱燈圈不亮。
模式一：正常揉捏勻速運轉，10分鐘。
模式二：點震式勻速運行，點震式1分鐘，正常揉捏30秒，以此循環。
模式三：放鬆模式，正轉1.2秒，停止0.2秒，反轉1.2秒，停止0.2秒依次循環。
模式四：一分鐘勻速正轉，一分鐘勻速反轉，依次迴圈。

加熱鍵 （低檔 40℃，高檔 45℃）
在開機狀態下短按電源鍵，可切換加熱檔位，開啟或關閉加熱功能；開機默認加熱低檔，指示燈爲橙色預熱燈圈燈燈亮起，加熱高檔指示燈爲紅色預熱燈圈紅燈亮起，切換順序爲：加熱高檔→關閉加熱→加熱低檔→加熱高檔→關閉加熱，以此循環。(備註：開機初期溫度未達預設值時，會啟用跑馬燈效果：低檔加熱顯示橙色跑馬燈滾動，高檔加熱顯示紅色跑馬燈滾動。)
模式鍵、力度鍵、熱敷鍵：三個按鍵，一檔電源鍵閃一下後常亮，二檔電源鍵閃兩下常亮。
低電提醒：
電量≤10%時，紅色指示燈閃爍，5次後，蜂鳴器長鳴1s後，產品關機。

充電說明

1、在外接開關電源充電的情況下，產品無法開機需拔掉充電電源才能開機按摩。
2、充電的過程中充電指示燈紅燈呼吸。
3、當充滿電的情況下充電指示燈綠燈常亮。
4、當電池電量≤10%時或NTC故障或電機堵轉關機，紅色指示燈閃爍，5次後，產品關機蜂鳴器長鳴1秒。



請使用正規渠道購買的5V⎓ 2A適配器進行充電

指示燈說明

燈的狀態	功能描述	描述
綠燈常亮	揉捏不加熱	力度模式、加熱鍵：低檔位，指示燈閃爍1次、蜂鳴器響1聲，高檔位指示燈閃爍2次、蜂鳴器響2聲，關閉加熱蜂鳴器不響，再常亮對應顏色的指示燈。
紅燈呼吸	電池充電中	
綠燈常亮	電池已充滿	
紅燈閃爍	低電量，NTC故障，堵轉關機	

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，不要用濕手去拔除電源，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。
⊘ 請勿使用酒精、油漆稀釋劑、汽油或洗甲水清潔產品，以免造成產品損壞、部件龜裂或褪色。

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 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。

故障現象	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，再次長按電源鍵2秒開機使用
	電源鍵沒有開啟	請長按電源鍵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，請再次長按電源鍵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，再次長按電源鍵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	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 · 充電器發熱 · 充電線有深深的傷痕或者變形、有焦味 · 開啟開關後，不正常工作 · 有其他異常或者故障	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。

7 環保說明

設備名稱：飛利浦頸部按摩披肩，型號（型式）：PPM3523

單元	鉛（Pb）	汞（Hg）	鎘（Cd）	六價鉻（Cr+6）	多溴聯苯（PBB）	多溴二苯醚（PBDE）
塑膠組件	○	○	○	○	○	○
布套	○	○	○	○	○	○
線路板（電子）組件	—	○	○	○	○	○
USB充電線	○	○	○	○	○	○
馬達	○	○	○	○	○	○

（限用物質及其化學符號）

備考1."超出0.1 wt %"及"超出0.01 wt %"係指限用物質之百分比含量超出百分比含量基準值。
備考2." ○ "係指該項限用物質之百分比含量未超出百分比含量基準值。
備考3." － "係指該項限用物質為排除項目。

8 主要技術參數

產品名稱	飛利浦頸部按摩披肩
產品型號	PPM3523
額定電壓	7.4V ⎓
額定功率	20W
充電電壓	5V ⎓
充電電流	2A
電池容量	2500mAh
產品尺寸	195×162×145mm
產品淨重	約1.2kg

9 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。在購買日期後二年內，若發生任何因製造工藝或元器件造成之損壞，飛利浦中國維修服務中心將為持證用戶提供免費門市維修服務，視情況更換零件或整個產品。

無論在保修期中或保修期後，只要飛利浦正式銷售該產品的任何國家皆可獲得維修服務。

若飛利浦在當地無銷售該項產品，飛利浦同樣提供維修服務，但可能因未儲備所需零件，維修時間可能較長，敬請見諒。請聯絡當地飛利浦經銷商，或飛利浦服務部門。

若您需諮詢相關資訊，或遇困難事項時，請聯絡當地飛利浦維修服務中心，或向飛利浦服務熱線諮詢。

台灣進口商：建達國際股份有限公司
地址：台灣新北市林口區粉寮路二段 5-2 號
服務熱線：0800-661-600
服務郵箱：philips.massager@xander.com.tw

保修條例

· 在購買日期後二年內，凡經本公司特約維修站人員確認為正常使用情況下，因製造工藝或元器件造成之損壞，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易耗零配件（電池、充電器、電源線、按摩頭等）及附件（布袋、冰袋、收納包等），輔助裝置，運輸費及維修人員上門服務費。
· 用戶請保留此聯。
· 維修時請攜帶此證及發票正本。

· 此證若經塗改即作廢。
· 此證須聯同發票正本使用方為有效。
· 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，例如接入不適當電源、使用不適當配件、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。因運輸及其他意外而造成之損壞。非經本公司認可之維修和改裝。其他因不可抗力（如自然災害，電壓異常等）造成的損壞。
· 2、一般家庭以外使用（如工業、商業用）而造成的損壞。
· 3、正常使用引起的產品老化、磨損等，但不影響產品的正常使用。
保修證作為在規定期限及條件之內進行免費維修的保證，並不限制消費者的法定權利。

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	
特別技術服務站		用户地址	
維修內容		時間	保修人員

10 裝箱清單

主機	1×	說明書	1×
快速入門指南	1×	合格證	1×
Type-C充電線	1×		

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1 Readme

Please read this user manual carefully and keep it properly beore using the product.

Symbol Description

To avoid personal injury or property damage, please follow the instructions below.

· The following icons indicate the actions that should be followed.

⊘ Prohibited　　❗ Required to follow instructions

Contraindicated Groups

❗ The following groups should use the appliance with caution:

Persons currently under medical treatment or who have any of the following conditions must consult a doctor or physical therapist before use.

· People who have implanted pacemakers or related medical electrical devices in their body.
· People whose skin has been injured or traumatized.
· People whose body temperature is 38 °C or higher.
· People whose body tends to become numb.
· People who have respiratory disorders.
· People who have hypertension.
· People who have acute symptoms of internal organ diseases such as gastritis, hepatitis, or gastroenteritis.

· People who have lost the ability to sense skin temperature.
· People who have suffered skin burns in the past.
· People who have abnormal bodily sensations.

⊘ The following individuals/conditions are prohibited from using this product

Individuals medically advised against exercise or stretching activities
Examples: thrombosis, severe aneurysm, acute venous thrombosis, various types of dermatitis, various skin infections, prohibited due to risk of symptom aggravation.

· Individuals who cannot express their will or cannot operate the device by themselves.
· This product is prohibited for children under 6 years old. Children aged 6-14 should use only under adult supervision.
· If during use you experience abnormal physical reactions such as lower-back pain, dizziness, nausea, or palpitations, stop immediately.
· This product has a single timer setting of 10 minutes; do not exceed 20minutes of use each time.
· Do not use in the following situations:
-When extremely fatigued
-Within one hour before or after meals
-While intoxicated

Precautions for Use

❗ The surface of the appliance becomes hot. People who are insensitive to heat must use it with caution.
❗ 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.
❗ The batteries contained in this appliance should be replaced only by skilled technicians.
❗ The appliance supplies only the ultra-low safety voltage marked on the appliance itself.
❗ Before each use, always confirm that the product is in good condition; if any damage is found, no matter how minor, stop using it immediately.
❗ Clean dust from the charging cable regularly; accumulated dust on the plug can cause insulation failure due to moisture and may eventually lead to fire.
❗ Before use, always check that the switch operates normally.
❗ If the appliance cannot be used or feels abnormal, stop using it immediately and unplug the charging cable.
❗ In the event of a power outage, unplug the charging cable.
❗ When the appliance is not in use, be sure to unplug the charging cable.
❗ The appliance has hot surfaces; people who are insensitive to heat must take care.
⊘ Do not subject the product to strong impact or heavy load.
⊘ Do not place any load on the charging cable or allow it to be damaged.

⊘ Never disassemble, modify, or repair the product yourself, and do not open the zipper on your own.
⊘ Do not use the product while your body is wet, as this increases the risk of electric shock.
⊘ Do not pull the product forcefully, and do not puncture it with knives or sharp objects.
⊘ Do not drop the unit, and do not strike it forcefully.
Do not intentionally apply excessive force to the product.
Do not pour water onto the product.
While charging, the product must not be used.

Precautions for the Place

⊘ Do not use near stoves, inside electric blankets, on electric warming pads, or on any other heating appliance, as this may cause fire or malfunction.
⊘ Do not cover the product with towels, cloth, or any other objects during use.
⊘ Do not use this product near a bathtub, shower, washbasin, or any other high-humidity container that holds water.
⊘ Do not use in places where room temperature exceeds 35 °C or in direct sunlight.

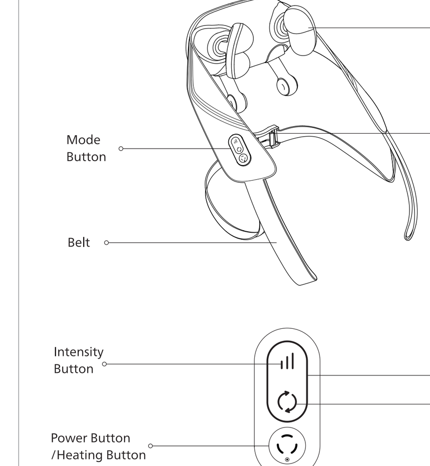
Precautions for Maintenance

❗ During maintenance, be sure to unplug the charging cable.
❗ When the product will not be used for a long time, be sure to unplug the charging cable.
❗ After long-term disuse, before using again, be sure to check in advance whether the switch and other parts are functioning normally.
❗ Keep this product out of the reach of children.
❗ When the product will not be used for a long period, charge it fully, then store it properly in a safe, dry, ventilated, and shaded place.
When the product will not be used for a long period, it is recommended to fully charge it once every month.
The product is equipped with basic shock-resistant features and is suitable for transport by air, rail, road, and ship. During transport, avoid exposure to rain or snow, inversion, and impact.
⊘ During maintenance, do not use volatile oils, thinners, alcohol, strong alkaline cleaners, or bleach for cleaning.

2 Product Features

This product delivers 6D human-like kneading massage combined with two-level heat therapy, providing multi-area relief for the neck, shoulders, and back. It offers two massage modes and two intensity levels, serving multiple purposes and suiting different users for massaging the neck, shoulders, lower back, legs, or arms.

3 Parts Name



4 How to Use

Precautions before use:
1.Please check that the machine and accessories are complete.
2.Before use, remove any pendants and accessories to prevent them from interfering with the massage area.
3.If you have long hair, tie it back before using this product.

Operation

Power Button

In standby mode, press and hold for 2 seconds; the buzzer will sound a long 2-second beep and the product will power on. The power-button red indicator will stay on continuously. The default at startup is kneading mode 1, weak intensity, low heat, and a countdown begins (system default timer is 10 minutes). While powered on, press and hold this button for 2 seconds; the buzzer will sound a long 2-second beep, or when the timer ends, the arms will return to the open position and the system will shut down into standby mode.

Intensity Button

While the product is on, it starts at the weakest massage level; pressing this button switches to the strong level, cycling between weak and strong each time it is pressed.

Mode Button

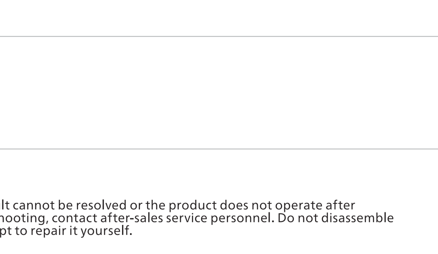
While the product is on, press this button to change the massage mode. The default at startup is Mode 1; the switching order is Mode 2 → Mode 3 → Mode 4 → Mode 1, repeating in this cycle.
If only the mode is active without heating, the power green indicator will stay on continuously and the pre-heat ring will remain off.

Mode 1: Normal kneading at constant speed, duration 10 minutes.
Mode 2: Spot-vibration massage at constant speed—spot-vibration for 1 minute, followed by normal kneading for 30 seconds, repeating in this cycle.
Mode 3: Relaxation mode—forward rotation for 1.2 seconds, pause for 0.2 seconds, reverse rotation for 1.2 seconds, pause for 0.2 seconds, continuing in this sequence.
Mode 4: One minute of constant-speed forward rotation, then one minute of constant-speed reverse rotation, repeating in this cycle.

Heating Button (Low: 40 °C, High: 45 °C)
While the unit is on, a short press of the power button toggles the heating level and turns the heating mode on or off.
The default at startup is the low heating level, indicated by an orange pre-heat ring that lights up orange.
The high heating level is indicated by a red pre-heat ring that lights up red.
The toggle sequence is: high heating → heating off → low heating → high heating → heating off, repeating in this cycle.
(Note: During initial startup, before the temperature reaches the preset value, a running-light effect is used: low-level heating shows an orange running-light scroll, and high-level heating shows a red running-light scroll.)
Mode button, Intensity button, Heating button: three individual buttons.
Level 1: the power button flashes once then stays on.
Level 2: the power button flashes twice then stays on.
Low-battery reminder:
When the battery level is ≤ 10 %, the red indicator flashes; after five flashes, the buzzer sounds one long beep for 1 second, and the product powers off.

Charging

1.When the product is connected to an external switching power supply for charging, it cannot be powered on; the charging cable must be unplugged before massage can begin.
2.During charging, the charging indicator breathes red.
3.When the battery is fully charged, the charging indicator stays solid green.
4.When battery level drops to 10 % or below, or if an NTC fault or motor stall occurs, the red indicator flashes five times, after which the product shuts down and the buzzer sounds one long beep for 1 second.



Please use a 5 V ⎓ 2 A adapter purchased from an authorized channel for charging.

Indicator Description

Status	Function	Description
Green light always on	Kneading without heating	Intensity mode, heating button: low gear, indicator light flashes 1 time, buzzer sounds 1 time; high gear, indicator light flashes 2 times, buzzer sounds 2 times; turn off heating, buzzer doesn't sound, then the indicator light of corresponding color stays on.
Red light breathing	Battery charging	
Green light always on	Battery fully charged	
Red light flashing	Low battery, NTC fault, stall shutdown	

5 Maintenance

Cleaning

※ The product's outer cover cannot be removed.
1.Surface dirt can be wiped off with a clean cloth.
2.For deeper stains, dampen a cloth with neutral detergent and gently wipe the area.
3.Do not allow water to enter the interior of the product.
4.Allow the product to air-dry naturally.

❗ After use, do not store the product in direct sunlight or in high-humidity areas. If the product will not be used for a long time, remove any dirt, cover it with a cloth, and store it to keep dust away.
❗ When performing maintenance, make sure the product is neither charging nor operating. When unplugging the charger, do not use wet hands to remove the plug to avoid electric shock.
❗ If the product is not used for an extended period, charge it once every month.
⊘ Do not clean the product with alcohol, paint thinner, gasoline, or nail polish remover, as these substances may damage the product, cause parts to crack, or result in discoloration.

Discard

The lithium-ion battery used in this product is a valuable recyclable resource. When disposing of the product after use, please remove the lithium-ion battery and deliver it to a professional recycling facility capable of processing rechargeable batteries.

Note:
1.Do not replace the battery yourself during normal use.
2.Before disposing of the product, the battery must be removed from the product.
Battery removal procedure is as follows:
--Remove the product's outer cover;
--Disconnect the relevant internal wires, then remove the battery to take it out;
--The product must be powered off when removing the battery;
--The battery should be disposed of safely.

6 Troubleshooting

This section lists the most common problems with this product. If you cannot find the answer to your problem, please contact the service hotline or your local authorized service center.

Fault	Reason	Solution
Product cannot operate	Long - term non - use, insufficient battery power	Please recharge, then long - press the power button for 2 seconds to turn on and use again
	Power button not turned on	Please long - press the power button for 2 seconds to turn on and use
	The product has just completed a 10 - minute massage and automatically switched to the shutdown state	If you want to massage again, please long - press the power button for 2 seconds again
Sudden inability to use halfway	Insufficient product power	Please recharge, then long - press the power button for 2 seconds to turn on and use again
Noise coming from the product (massage head vibration)	This noise is caused by the product's mechanical structure	This noise is a normal phenomenon
Product smoking	Internal wire short - circuit	Immediately stop using it and contact the designated service center for this product

After long periods of non-use, confirm the appliance functions properly before use.		
Regular checks	Check for the following faults: · Whether the charging cable or plug heats up · Whether the charging cable has deep scratches, deformation, or burnt smell · Whether there is abnormal sound or vibration during operation · Whether there are other abnormalities or faults	If any of the above faults occur, stop using the appliance immediately to prevent accidents and cut off the power. Send the appliance to an authorized service center of the Company for repair.

Note:
If the fault cannot be resolved or the product does not operate after troubleshooting, contact after-sales service personnel. Do not disassemble or attempt to repair it yourself.

7 Environment Protection

Equipment name: Philips Neck Massager, type designation(type): PPM3523

Unit	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr+6)	Polybrominated biphenyls (PBB)	Polubrominated diphenyl ether (PBDE)
Plastic components	○	○	○	○	○	○
Cloth cover	○	○	○	○	○	○
Circuit board (electronic) components	—	○	○	○	○	○
USB charging cable	○	○	○	○	○	○
Motor	○	○	○	○	○	○

(Resticted substances and its chemical symbols)

Note 1: "Exceeding 0.1 wt%" and "exceeding 0.01 wt%" indicate that the percentage content of the restricted substance exceeds the reference percentage value of persence condition.
Note 2 : " ○ " indicates that the percentage content of the restricted substance dos not exceed the percentage of reference value of persence.
Note 3 : The " — " indicates that the restricted substance corresponds to the exemption.

8 Technical Parameters

Product Name	Philips Neck Massager
Product Model	PPM3523
Rated Voltage	7.4V ⎓
Rated Power	20W
Charging Voltage	5V ⎓
Charging Current	2A
Battery Capacity	2500mAh
Product Dimension	195×162×145mm
Net Weight	1.2kg

9 Service Guide for Product 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:
Damage by improper operation, such as improper components connection, improper installation, deprived of manual use, mis-operation.
Negligence and damage because of transportation or other accident.
Maintenance and modification without approval.
Other damage caused by force majeure (such as natural disaster, abnormal voltage, etc.).
Damage caused by general use outside home (e.g. industrial and commercial use).
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.

Hong Kong Importer: Century Field International Ltd.
Address: Room 505, 5/F, Nam Wo Hong Building, 148 Wing Lok Street, Sheung Wan, Hong Kong
Hotline: 852-3188-4987
Service Email: philips.massage.hk@centuryfield.com
Taiwan Importer: Xander International Corp.
Address: No. 5-2, Section 2, Fenliao Road, Linkou District, New Taipei City, 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

10 Packing List

Main unit	1×	User manual	1×
Quick start guide	1×	Certifiation	1×
Type-C charging cable	1×		