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Made in China

Rev A SEP 23



PHILIPS

Shoulder and
Neck Massager

Massage Shawl

PPM3522



User Manual

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1 Readme

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/ 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 have a pacemaker or other related medical electrical products implanted in their bodies
- People with skin trauma
- People whose body temperature is above 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 machines 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 20 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.

Precautions for the Operation Place

- ⊘ 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.

Precautions for Maintenance

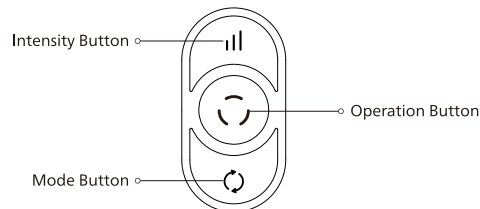
- ❗ Be sure to turn off the power and unplug the charger during the maintenance.
- ❗ Be sure to turn off the power and unplug the charger if the device is not in use for a long time.
- ⊘ Do not drop main unit, nor strike it strongly.
- ⊘ Do not exert great force on the device on purpose.
- ⊘ Do not pour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

3 Components



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

a. In the shutdown state: The button operation is invalid and the device will not respond.

b. In the startup 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) → first-level hot compress temperature (voice prompt: 40°C; button indicator remains pink)

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 first-level strength and first-level hot compress temperature (button indicator remains pink).

b. In the startup 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.

Mode button 

a. In the shutdown state: The button operation is invalid and the device will not respond.

b. In the startup 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 startup 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) → first-level strength (voice prompt: Intensity level 1).

Charging

1. When the battery is low, the button indicator light flashes red (voice prompt: The battery power is low, please charge it in time).
2. The product cannot work when charging, and the button indicator flashes 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 flashes quickly. After 2 seconds, the indicator light goes out and the product automatically stops working.
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 $\equiv$
Operating Power	16W
Charging Voltage	5V $\equiv$
Charging Current	2A
Battery Capacity	2000mAh
Product Dimension	282x361x115mm
Net Weight	Approx. 1.3kg

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"> Whether the charging cable is hot Whether the power cord 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 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

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: +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	1x	User Manual	1x
Quick Start Guide	1x	USB Charging Cable	1x



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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上获取。

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

适用人群

 以下人群/情况应谨慎使用

在医疗机构治疗中，或有下列状况的人，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
- 皮肤受过创伤的人群
- 体温38℃以上的人群
- 身体容易麻木的人群
- 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
- 对皮肤温度感丧失人群
- 有过皮肤烧伤人群
- 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的人群

比如：血栓症，重度的动脉瘤，急性静脉瘤，各种皮肤炎，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人的人
- 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
- 使用过程中，感觉腰疼，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20分钟，使用后请让机器休息20分钟以确保机器寿命的延长
- 下列的情况不用使用
 - 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。
- ❗ 儿童应受监督，以确保他们不会玩耍电器。
- ❗ 如果电源软线损坏，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。
- ❗ 在使用前，请务必确认产品是否完好，若发现破损，无论大小，请立即停止使用。
- ❗ 请定期清理充电器上的灰尘，插头上灰尘堆积容易因为湿气引发绝缘不良，最终导致火灾。

- ❗ 使用前，务必先确认一下开关是否正常使用。
- ❗ 无法使用，或者感觉异常的时候请立即停止使用。
- ❗ 停电时，请拔掉充电器插头。
- ❗ 不在使用的时候请务必关闭电源。
- ⊘ 不要对充电器进行负荷压载，以致于充电器受损。
- ⊘ 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。
- ⊘ 身体有水的状态下不要使用该产品，容易触电。
- ⊘ 不要把外皮套拿掉使用，容易引起事故。
- ⊘ 不要用力拉扯产品，也不要用力或者尖锐的物品去刺产品。

使用场所的注意事项

- ⊘ 不要靠近火炉，或者电暖被里面以及电热毯等暖房器具上使用，容易引起火灾或故障。
- ⊘ 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。
- ⊘ 不要在室温35℃以上的场所或者直射阳光的地方使用。
- ⊘ 不要在浴室或者湿气很大的场所使用。

保养的注意事项

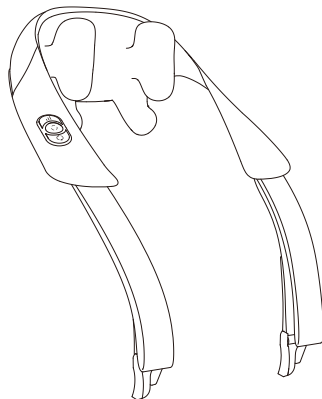
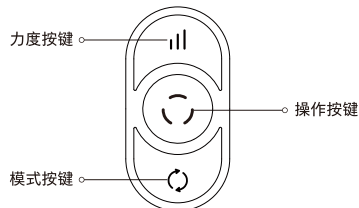
- ❗ 保养的时候，务必关闭电源，并拔掉充电器插头。
- ❗ 长期不使用的时候，务必关闭电源，并拔掉充电器插头。
- ⊘ 不要摔落本体，也不要强烈的敲打。

- ⊗ 不要故意加大力在产品上。
- ⊗ 不要在产品上淋水。
- ❗ 长期没有使用，再次使用的时候，务必事先确认开关等是否正常。
- ⊗ 保养的时候，请不要使用挥发油，稀释剂，酒精，强碱性洗洁剂，漂白剂等清洗。
- ❗ 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。
- ❗ 长期不使用时，请充满后将产品妥善收纳，放置于安全、干燥、通风、阴凉处。
- ❗ 长期不使用时，建议每隔1个月为产品充满电一次。

2 产品功能

本产品通过 6 点仿人手揉捏，结合 2 挡热敷功能，多重按摩放松肩颈背，多种按摩模式与力度挡位可供选择，一机多用适合不同人群按摩肩颈 / 腰背 / 腿 / 手臂。

3 部件名称



4 使用方法

使用前注意事项:

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

使用操作

操作按键 

操作按键--短按:

- a、在关机状态下: 短按操作按键, 操作无效;
- b、在开机工作状态下: 短按操作按键, 切换热敷挡位。

热敷二挡 (语音提示: 45°C, 电源指示灯红色长亮) -> 关闭加热 (语音提示: 关闭加热, 电源指示灯白色长亮) -> 热敷一挡 (语音提示: 40°C, 电源指示灯粉色长亮), 循环切换;

操作按键--长按 (2秒):

- a、在关机状态下: 长按2秒操作按键, 启动产品 (语音提示: 按摩开启)。默认力度一档, 热敷一档 (40°C), 揉捏模式, 指示灯粉色常亮;
- b、在开机工作状态下: 长按操作按键2秒, 关闭产品 (语音提示: 按摩结束), 指示灯熄灭。

模式键 

- a、在关机状态下: 短按模式键, 操作无效;
- b、在开机工作状态下: 短按模式键, 循环切换模式。

舒缓模式 (语音提示: 舒缓模式) -> 护颈模式 (语音提示: 护颈模式) -> 揉捏模式 (语音提示: 揉捏模式), 循环切换。

力度键 

- a、在关机状态下: 短按力度键, 操作无效;
 - b、在开机工作状态下: 短按力度键, 循环切换力度挡位。
- 力度二挡 (语音提示: 力度二挡) -> 力度一档 (语音提示: 力度一档), 循环切换。

充电说明

- 1、低电量时, 按键指示灯红色闪烁 (语音提示: 产品电量低, 请及时充电)。
 - 2、充电时产品不能工作, 按键指示灯红色慢闪。充满电后, 按键指示灯常亮白色。
- 温馨提示:

- 1、请使用本产品配备的充电线。
- 2、电量不足时, 按键指示灯快速闪烁, 2秒后指示灯熄灭, 产品自动停止工作。
- 3、产品默认设定为10分钟定时关机。若在按摩过程中需要中途停止, 请长按操作按键停止。

5 保养维护

清洁方式

※产品外套无法取下。

- (1)表面脏污可用干净的抹布去除；
- (2)比较深的脏污,用中性洗洁剂沾湿抹布,然后轻轻的擦除；
- (3)不要让水进入到产品内部；
- (4)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
话,去除脏污后,用布盖好放置,不要沾染灰尘。
- ❗ 保养的时候,一定不要让产品处于充电或工作状态。在拔掉充电器插头时,不要
用湿手拔出电源,以防触电。
- ❗ 本产品长期不使用时,请每隔1个月对产品进行充电一次。

废弃方式

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。

电池注意事项:

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:
 - 拆开产品外套;
 - 将内部相关的电线拆除,再将电池取下,既可取出电池;
 - 在取出电池时,产品必须要断电;
 - 电池应安全地处置。

6 主要技术参数

产品名称	飞利浦按摩披肩
产品型号	PPM3522
工作电压	7.4V ===
工作功率	16W
充电电压	5V ===
充电电流	2A
电池容量	2000mAh
产品尺寸	282x361x115mm
产品净重	约1.3kg

7 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。

问题描述	可能原因	解决方式
产品不能运作	长期不使用，电池电量不足	请重新充电后，再次长按操作按键 2 秒开机使用
	操作按键没有开启	请长按操作按键2秒开机使用
	本产品刚完成10分钟按摩并自动切换自至关机状态	如果您想再按摩一次，请再次长按操作按键2秒
使用到一半突然无法使用	产品电量不足	请重新充电后，再次长按操作按键2秒开机使用
有声音从产品中传出（按摩头振动声）	此声音是由于产品的机械结构造成的	此声音是正常的现象
产品冒烟	产品内部导线短路	立即停止使用，并与此产品指定服务中心联系

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	
	<ul style="list-style-type: none">· 充电线发热· 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	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。

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。

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
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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 ×	说明书	1 ×
快速入门指南	1 ×	USB充电线	1 ×

