

# HOMEDICS®

## Shiatsu Massage Pillow



Instruction Manual and  
Warranty Information

**1** year limited warranty

SP100H

## IMPORTANT SAFEGUARDS:

*WHEN USING ELECTRICAL PRODUCTS, ESPECIALLY WHEN CHILDREN ARE PRESENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:*

- **ALWAYS** unplug the appliance from the electrical outlet immediately after using and before cleaning.
- **DO NOT** reach for an appliance that has fallen into water. Unplug it immediately.
- **DO NOT** use while bathing or in shower.
- **DO NOT** place or store appliance where it can fall or be pulled into a tub or sink.
- **DO NOT** place in or drop into water or other liquid.
- An appliance should never be left unattended when plugged in. Unplug from outlet when not in use and before putting on or taking off parts or attachments.
- Not for use by children.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids or disabled persons.
- Use this appliance only for its intended use as described in this manual. **DO NOT** use attachments not recommended by HoMedics; specifically any attachments not provided with the unit.
- **NEVER** operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return it to HoMedics Service Centre for examination and repair.
- Keep cord away from heated surfaces.
- **NEVER** drop or insert any object into any opening.
- **DO NOT** operate where aerosol (spray) products are being used or where oxygen is being administered.
- **DO NOT** operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock or injury to persons. Never cover the appliance when it is in operation.
- **DO NOT** carry this appliance by the power cord or use cord as handle.
- To disconnect, turn all controls to the "off" position, then remove plug from outlet.
- **DO NOT** use outdoors.
- **NEVER** operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Use heated surfaces carefully. **May cause serious burns.** **DO NOT** use over insensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- **DO NOT** use this massager in close proximity to loose clothing, jewelry, or long hair.
- **NEVER** cover the appliance when it is in operation.
- **NEVER** operate on a soft surface such as a bed or couch where the air openings may be blocked.

## SAVE THESE INSTRUCTIONS:

*CAUTION—PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE OPERATING.*

- This product is not intended for medical use. It is intended only to provide a luxurious massage.
- Consult your doctor prior to using this product, if
  - You are pregnant
  - You have a pacemaker
  - You have any concerns regarding your health
- Not recommended for use by Diabetics.
- **NEVER** leave the appliance unattended, especially if children are present.
- **DO NOT** use this product for more than 15 minutes at a time.
- Extensive use could lead to the product's excessive heating and shorter life. Should this occur, discontinue use and allow the unit to cool before operating.
- **NEVER** use this product directly on swollen or inflamed areas or skin eruptions.
- **DO NOT** use this product as a substitute for medical attention.
- This product should **NEVER** be used by any individual suffering from any physical ailment that would limit the user's capacity to operate the controls or who has sensory deficiencies.
- This product is not for use in automobiles.
- Household use only.

## INSTRUCTIONS FOR USE:

To reduce the risk of electric shock, this appliance is equipped with a polarized plug (one blade wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

Insert the power cord into a 240 volt AC outlet. To activate the Shiatsu massage action, press power button once (Figure 1). To activate the vibration massage, press the power button a second time. To activate Shiatsu and vibration massage together, press the power button a third time. To activate soothing heat with the massage, press the heat button. Massage heads will glow red (Figure 2). Allow a few moments for the heating action to warm up. When finished press the power button again to turn off the massage and heat function and unplug the pillow.

The Shiatsu Pillow is very versatile and designed for use on the neck, back and shoulders (see Figures 3 and 4). However, you may find it works well for other body areas as well.

**NOTE: FOR THE NECK AND SHOULDERS IT MAY WORK BETTER TO USE THE PILLOW UPSIDE DOWN AS SHOWN IN FIGURE 5.**

## MAINTENANCE:

### TO STORE

Place massager in its box or in a safe, dry, cool place. Avoid contact with sharp edges or pointed objects which might cut or puncture the fabric surface. To avoid breakage, do not wrap the power cord around the unit. Do not hang the unit by the power cord.

### TO CLEAN

Unplug the unit and allow it to cool before cleaning. Spot clean only with a soft, slightly damp cloth. Never allow water or any other liquids to come into contact with the unit.

- Do not immerse in any liquid to clean.
- Never use abrasive cleaners, brushes, gasoline, kerosene, glass / furniture polish or paint thinner to clean.
- Do not attempt to repair the Shiatsu Massage Pillow. There are no user serviceable parts.

For service to this appliance, please contact HoMedics Australia Customer Service at [cservice@homedics.com.au](mailto:cservice@homedics.com.au).



Figure 1



Figure 2



Figure 3



Figure 4



Figure 5



## SHIATSU MASSAGE PILLOW

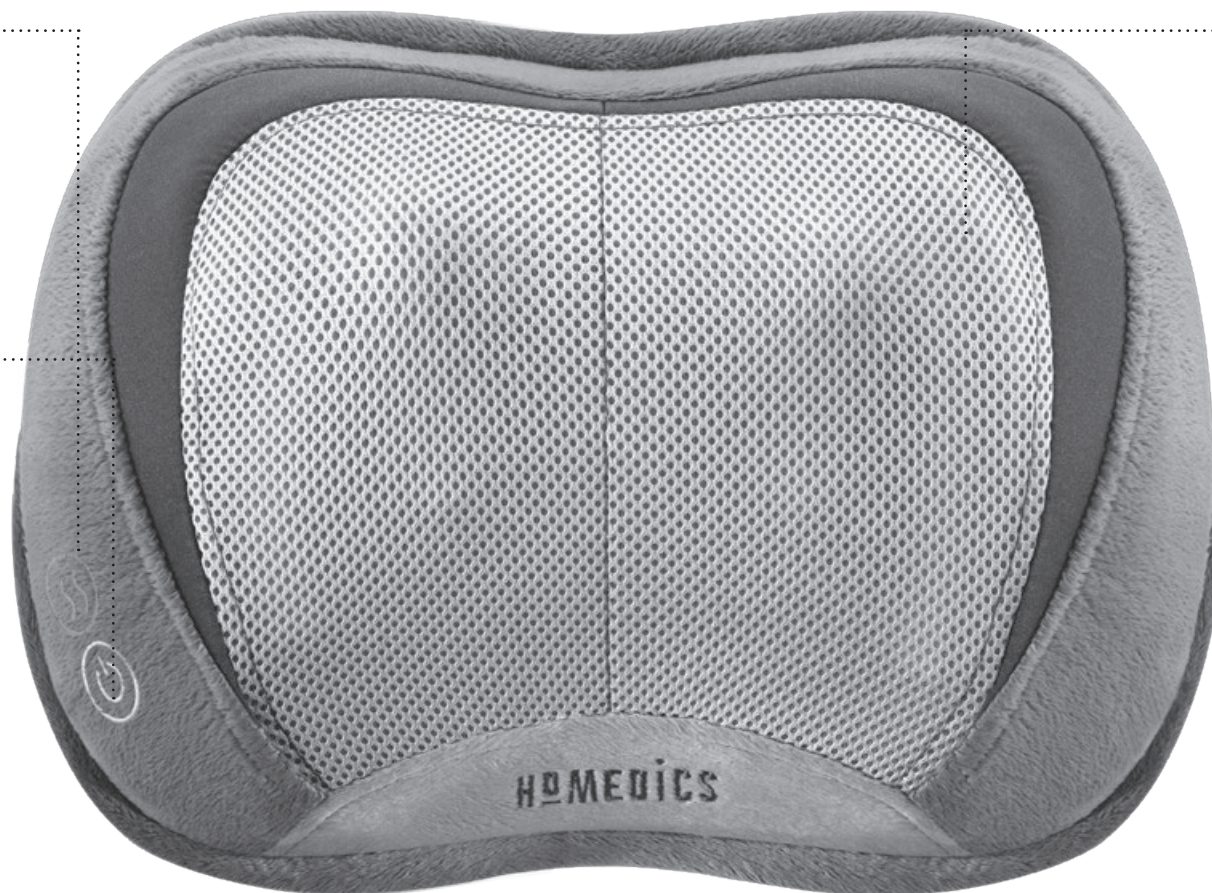
### HEAT BUTTON

To turn the heat function on, first turn on massage. Then press the heat button once to activate heat. Press the heat button again to stop heat function.

### POWER BUTTON

To turn the massage pillow on and activate Shiatsu massage, press the power button once. Press a second time for vibration massage and a third time for Shiatsu and vibration together. Fourth press turns the unit off.

**NOTE:**  
HEAT FUNCTION WILL NOT WORK UNLESS MASSAGE FUNCTION IS ACTIVATED.



### SHIATSU MASSAGE

Shiatsu is a deep kneading circular massage. This unit features a spot Shiatsu massage mechanism that works a specific area of your body.

### POWER SUPPLY CORD



The Shiatsu Massage Pillow is powered by a 120V power cord.

### CONVENIENT AND PORTABLE

Perfect for use at home or in the office.

**NOTE:**  
AS WITH ALL HIGH-QUALITY MASSAGE PRODUCTS, THERE IS A 15-MINUTE AUTO SHUT-OFF ON THE MASSAGING MECHANISM.

Distributed by



## One year limited warranty

**We** or us means HoMedics Australia Pty Ltd ACN 31 103 985 717 and our contact details are set out at the end of this warranty;

**You** means the purchaser or the original end-user of the Goods. You may be a domestic user or a professional user;

**Supplier** means the authorised distributor or retailer of the Goods that sold you the Goods in Australia and New Zealand; and

**Goods** means the product or equipment which was accompanied by this warranty and purchased in Australia and New Zealand.

### For Australia:

*Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled, subject to the provisions of the Australian Consumer Law, to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled, subject to the provisions of the Australian Consumer Law, to have the Goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This is not a complete statement of your legal rights as a consumer.*

### For New Zealand:

*Our Goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. This guarantee applies in addition to the conditions and guarantees implied by that legislation.*

### The Warranty

HoMedics sells its products with the intent that they are free of defects in manufacture and workmanship under normal use and service. In the unlikely event that your HoMedics product proves to be faulty within 1 year from the date of purchase due to workmanship or materials only, we will replace it at our own expense, subject to the terms and conditions of this guarantee. The warranty period is limited to 3 months from the date of purchase for products used commercially/professionally.

### Terms and Conditions:

In addition to the rights and remedies that you have under the Australian Consumer Law, Consumer Guarantees Act of New Zealand or any other applicable law and without excluding such rights and remedies warranty against defects:

1. The Goods are designed to withstand the rigors of normal household use and are manufactured to the highest standards using the highest quality components. Whilst unlikely, if, during the first 12 months (3 months commercial use) from their date of purchase from the Supplier (Warranty Period), the Goods prove defective by reason of improper workmanship or materials and none of your statutory rights or remedies apply, we will replace the Goods, subject to the terms and conditions of this warranty.
2. We do not have to replace the Goods under this Additional Warranty if the Goods have been damaged due to misuse or abuse, accident, the attachment of any unauthorised accessory, alteration to the product, improper installation, unauthorised repairs or modifications, improper use of electrical/power supply, loss of power, malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, neglect, vandalism, environmental conditions or any other conditions whatsoever that are beyond the control of HoMedics.
3. This Warranty does not extend to the purchase of used, repaired or second-hand products or to products not imported or supplied by HoMedics Australia Pty Ltd, including but not limited to those sold on offshore internet auction sites.
4. This Warranty extends only to consumers and does not extend to Suppliers.
5. Even when we do not have to replace the Goods, we may decide to do so anyway. In some cases, we may decide to substitute the Goods with a similar alternative product of our choosing. All such decisions are at our absolute discretion.
6. All such replaced or substituted Goods continue to receive the benefit of this Additional Warranty for the time remaining on the original Warranty Period (or three months, whichever is the longest).
7. This Additional Warranty does not cover items damaged by normal wear and tear including but not limited to chips, scratches, abrasions, discolouration and other minor defects, where the damage has negligible effect on the operation or performance of the Goods.
8. This Additional Warranty is limited to replacement or substitution only. As far as the law permits, we will not be liable for any loss or damage caused to property or persons arising from any cause whatsoever and shall have no liability for any incidental, consequential or special damages.
9. This warranty is only valid and enforceable in Australia and New Zealand.

### Making a Claim:

In order to claim under this Warranty you must return the Goods to the Supplier (place of purchase) for replacement. If this is not possible, please contact our customer service department at the address below.

- All returned Goods must be accompanied by satisfactory proof of purchase which clearly indicates the name and address of the Supplier, the date and place of purchase and identifies product. It is best to provide an original, legible and unmodified receipt or sales invoice.
- You must bear any expense for return of the Goods or otherwise associated with making your claim under this Additional Warranty.

HoMedics Australia Customer Service email [cservice@homedics.com.au](mailto:cservice@homedics.com.au)

**Contact: HoMedics Australia Pty Ltd, Level 1, 2-10 Gaine Road, Dandenong South, VIC 3175 | Phone: (03) 8795 4200**  
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