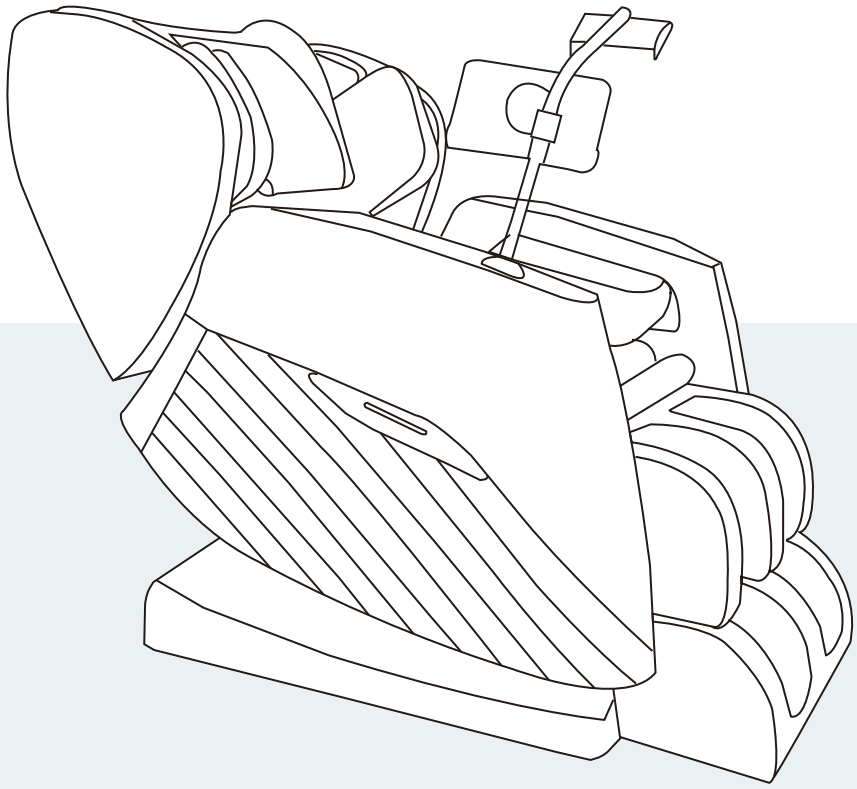
Massage Chair

User Manual - Please keep properly for future reference.

If you find any missing boxes, damaged parts, or accessory shortages, please contact the customer service team of your purchasing channel immediately. We will resolve the issue as quickly as possible.



CONTACT US **Model: ASK-313**

- **Email: service@grandtunnel.com**
  In order to receive assistance more quickly, please provide

THE FOLLOWING INFORMATION:

- Order number
- Purchase platform
- Purchase date
- Detailed description of the issue along with photos (if applicable)

Important – Please read these instructions carefully before starting the installation.

Note: • **The maximum body weightlimit for this chair is 125kg.**
• **This massage chair ships in 2 boxes. All accessories are included.**

EN

CONTENT

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BEFORE ASSEMBLY

Note:

Due to large size, the massage chair comes with 2 parcels, another parcel arrives on the same day. If not, it will arrive within 1-2 days. Please wait patiently or contact us at any time.

Please read all the instructions before using this massage chair.

1. Keep this instruction manual for future reference.
2. It is important to only use this product on a firm, level surface.
3. Keep all small parts out of reach of children and animals.
4. Make sure you have all the components, as listed in this instruction manual, if not, email us:service@grandtunnel.com.
5. Remove all packaging and place the components on top of the empty box or on a clean floor to prevent them from becoming scratched.
6. Make sure you have the right tools and a clean, dry and spacious area for assembly.
7. Assemble in the room you intend to use the chair or as close as possible to that room.
8. Carefully follow each assembly step in the correct order to prevent incorrect assembly.
9. Before use, ensure that the product is fully assembled and only then should the screws and bolts be fully tightened but not over tightened.
10. Do not discard any packaging until the product is fully assembled. This will avoid disposing of any parts.
11. Do not use or attempt to assemble this product if parts are missing, damaged or worn. Please email us:service@grandtunnel.com.

SAFETY NOTICES

WARNING	This sign indicates a hazardous situation which may result in possible death or serious injury.
CAUTION	This sign indicates a potentially hazardous situation which may result in minor or moderate injury.

Symbol Meaning

	This sign indicates the forbidden behavior.		This sign indicates self-disassembly is forbidden.
	This sign indicates the instruction that must be followed to operate massage chair.		This sign indicates proper operation for the cable.

- The followings should be kept for further references.

WARNING		
	• Unsuitable for users with osteoporosis, vertebral fractures, and acute painful diseases such as sprains or muscle strains. • Unsuitable for cardiac patients (including those who have pacemakers or are using other medical electronics). • Unsuitable for cancer patients. • Unsuitable for users with perceptual disorders due to high levels of peripheral circulatory disturbances such as diabetes. • Unsuitable for users with scoliosis. • Unsuitable for users with prolapsed (herniated) disc. • Unsuitable for pregnant women, women who have just delivered baby, and users who are in poor health conditions. • Unsuitable for users with trauma, such as thrombosis, acute varices, and various skin inflammations. • Suggest not to use for users who have thermoregulatory disorders and illnesses related to heat. • Suggest not to use for users with high fever (acute inflammation: such as burnout, chills, blood pressure changes, physical weakness). • Suggest not to use for users who are aged 80 and above. • Suggest not to use for users with impaired consciousness, mentally handicapped, and incapable to operate massage chair. • Suggest not to use for users with physically incapable to take care of themselves, such as infants. • Do not use this massage chair with wet hands. • Do not use this massage if you are sensitive or allergic to heat. • Do not fall asleep on this massage chair. People with above symptoms should not use massage chair or use them under doctor's advice. User's discretion is advised. • had recent surgery. • have surgical pins, screws, or anything mechanical implanted in your body.	Risk of causing accident or body discomfort.

SAFETY NOTICES

WARNING		
	• Before sitting, please confirm that there are no foreign matters in between the parts of massage chair. • When using the backrest, calf up and down, or calf extension, be sure to check that there are no people or objects in these areas (behind, under, or in front of the massage chair). • In the event of a physical abnormality or abnormality in use, stop using it immediately and seek for doctor's advice. • Pay attention to the movement of massage rollers around the head and neck as it should not be too much pressure on it. • Avoid excessive neck massage. • Do not massage the abdomen or knees with this massage chair. • Stop the massage before you leave the seat or if you want to leave the seat. • Do not use it with other instruments. • Do not allow children or pets to play on or around the massage chair (especially in use); nor can they sit or stand on backrests, armrests or leg rest. • Before moving the massage chair, the backrest and leg rest must be angled back to their original position. • Do not carry this appliance by supply cord or use cord as a handle. • Keep the cord away from heated surfaces. • Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like. • 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. • The apparatus shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the apparatus. • Do not use the massage chair in a room with a temperature of 40℃ or higher. • Do not expose the massage chair to heaters, stoves or direct sunlight. • Place and use the massage chair on an even, non-slip floor. • The massage chair is designed for home use and not for commercial purposes. • The massage chair is to be used indoors only. • If you use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level. • If the massage chair is stored in a cold place and is being brought into a warm environment, it is advisable to wait one hour before use. This is because its performance may not be at optimum level, as there may be water droplets on the mechanical parts due to condensation.Using the massage chair under such conditions may result in malfunction. • Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction. • Do not use the massage chair an hour before or after eating as this may have adverse effects on the user. • The chair should never be left unattended when plugged in. Unplug from outlet when not in use. Unplug from outlet during thunder or lightning storms, and before changing any parts. • Never operate this chair if it has a damaged cord or plug; If it has been dropped or damaged or dropped into water, please email us: service@grandtunnel.com	Accident / injury.

SAFETY NOTICES

WARNING		
	• Do not use wet hands to unplug the cord to avoid an electric shock. Do not pull the power cord to unplug the chair. • Do not bend or twist the cord. • The chair is only to be used with the power supply unit provided with the appliance. • Do not use the massager near the electric heater, near the stove or under the sunlight directly. • Please do not insert anything or flammable goods into the massager. This can lead to electric shock, malfunction or fire. • If your body feels any discomfort during the massage, please stop immediately. • This product is not used for self diagnosis or treatment: if it is needed for diagnosis or treatment, it should be handled by professional medical personnel. • If you are receiving medication or medical conditions, consult your doctor before using it.	
	• When assembling, turn off the switch and unplug it after the massage chair returns to its original position. • Insert the power plug into the power cord socket. • Make sure the power plug is completely inserted into the power cord socket to reduce the risk of electrification, short circuits or fire. • Unplug the power plug when the massage chair is not in use. • Turn the power switch OFF and unplug the power cord in times of power shortages.	Fire and electric shock.
	• It is not allowed to fold the cushions of the massage chair for storage. • It is forbidden to conduct no-load running on the massage chair for a long period of time. • This appliance should never be left unattended when plugged in.	Accident.
	• Do not use the massage chair if the power cord, plug, or socket is broken or when the receptacle is loose. • Do not use the massage chair other than on the designated voltage. • Do not use the massage chair if the power cord and plug are damaged or not working. • Do not place heavy items on the power cord. • Do not bend, pull, twist, or tie the power cord. • Avoid placing the power cord in places susceptible to high temperatures, such as too close to heating appliances.	Fire and electric shock.
	• If the massage chair is faulty, damaged, splashed or dropped, please contact our customer service to repair it. • If power cord or plug is damaged, please do not replace it by yourself. Please contact a our customer service for replacement. • To avoid electric shock or injuries, please do not open or disassemble any parts of the massage chair. Please contact a our customer service to repair it. • If the leather or cushion of massage chair is broken, please stop using the chair and contact a our customer service to repair it.	Disassembly and maintenance.

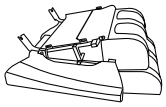
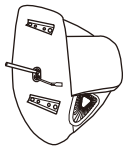
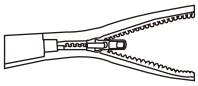
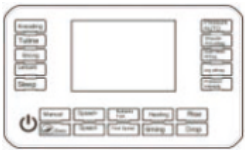
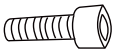
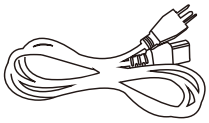
SAFETY NOTICES

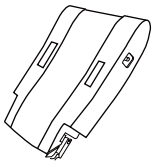
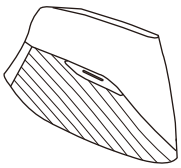
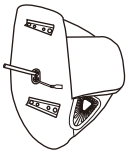
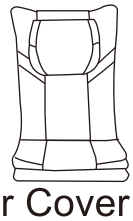
CAUTION		
	• Please operate the massage chair on a flat or level surface.	To avoid sudden falling.
	• The recommended maximum massage duration is 20 minutes. Continual usage on the same body part may cause an uncomfortable feeling.	Too long time massage is bad for your body.
	• To avoid injury, please check everything to ensure that the head in the correct massage position.	To avoid accidental injury.
	• Remote control should be kept in the remote control pocket to avoid being crushed or falling damage.	
	• Please make sure that the power switch is “OFF” before inserting the power plug into the power cord socket.	
	• Turn off all controls before removing the power plug from outlet.	To avoid accidents when turning on the power switch.
	• Make sure the power plug is completely inserted into the power cord socket.	To reduce short circuits and any fire hazard.
	• Please check whether there are any damages to the wire to ensure there is no debris or water on the wire.	To avoid electric shock in any leakage or breakdown.
	• Connect the earth wire in the correct way. The power plug must be inserted into the outlet with an earth wire, and the earth wire must not be bent or cut off. 	
	• Do not press the massage rollers with hands or feet. • Do not put hands between the armrests or airbags. • Do not put hands or feet in the gap of mechanical parts. • Do not drop or embed anything into the slot of massage chair. • Do not stand or sit or put anything on the backrest, armrest or leg rest. • Do not move the massage chair during operation. • Do not stand on the massage chair during operation. • Do not pull out the power plug or turn off the power during operation. • Do not put your hands or head between leg-rest or beneath. • Do not use the massage chair whilst wearing hard objects on the head, such as hair ornaments. • Do not put hard objects in pockets for thigh or hip massage. • Do not sit or press on the backrest when the massage chair is in reclining position. • Do not use the massage chair with bare skin to avoid skin irritation or cryogenic burns. • To avoid getting tangled with the massage chair, please do not wear loose clothing or jewellery while using it. • To avoid getting tangled with the massage chair, please tie your hair up and keep your long hair away from moving parts.	To avoid accidents or injuries.
	• Keep the massage chair away from heated surfaces, damp places, sharp objects, corrosive chemicals, inflammable and explosive environments. • Do not use electric blanket or other heating products on the massage chair.	To avoid colour fading, discoloration or deterioration of the massage chair leather.
	• Keep the massage chair away from stove or other heating products. • Keep the massage chair away from dust. • Do not put the massage chair directly exposed to sunlight or in places susceptible to high temperature. • Do not put the massage chair in a small space. • Do not use the massage chair in a poor air circulation space	
	• Do not use the massage chair outdoors.	

SAFETY NOTICES

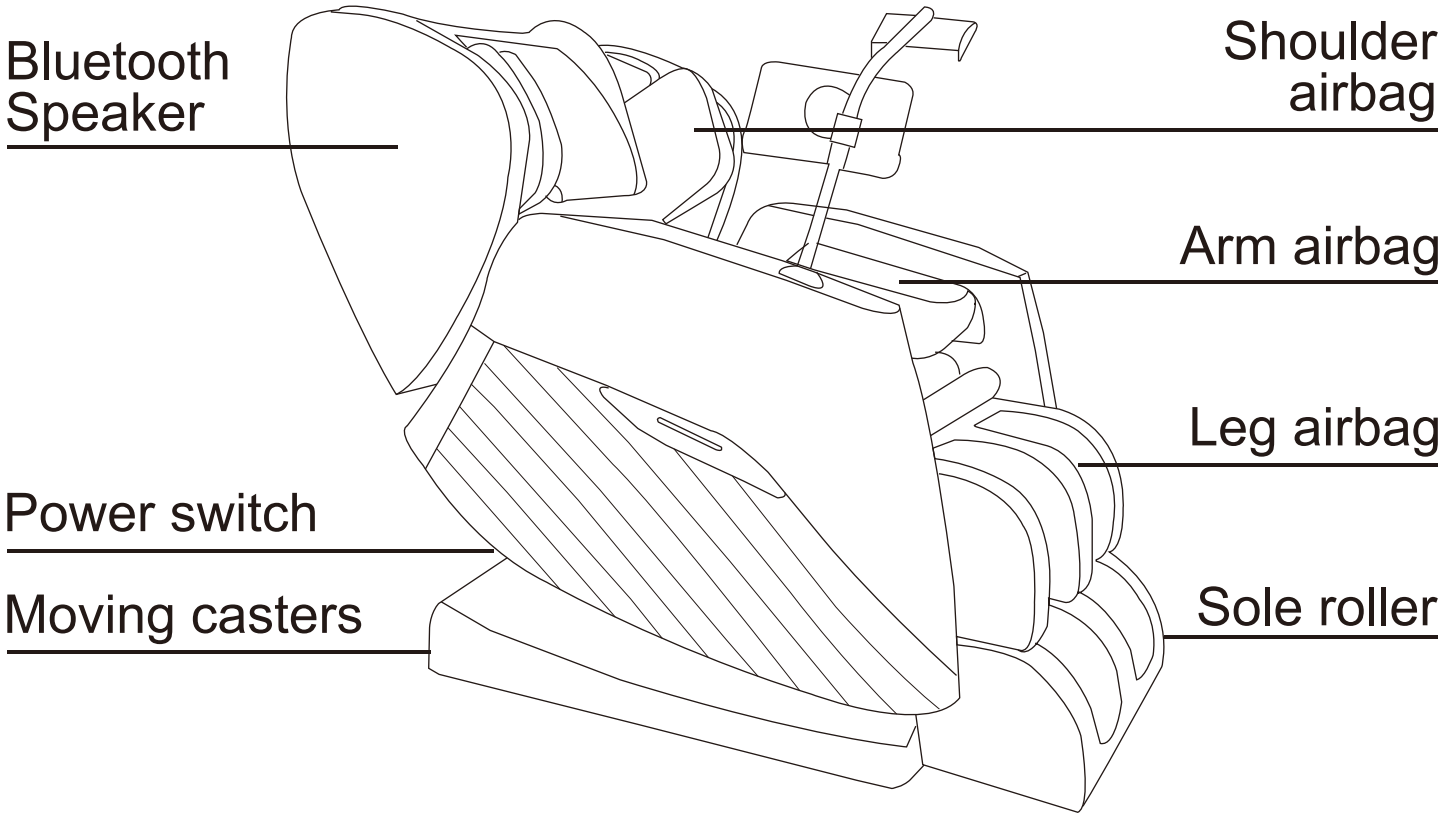
CAUTION		
	• Do not place or store the massage chair in the places, such as swimming pool, or bathroom. • Please make sure the massage chair and remote control are kept dry all the time. • Do not use the massage chair if user's body is wet.	To avoid electric shock.
	• Please make sure to connect the earth wire in the correct way to avoid electric shock. If you do not know how to connect, please find our customer service. • Do not use plug adapters (If the plug does not match the socket, please do not change the plug by yourself and find our customer service to install a matching socket.)	To avoid electric shock.
	• Unplug the power before cleaning the massage chair. • Unplug the power when not using the massage chair.	To avoid electric shock or fire hazard.
	• Unplug the power if there are any damages on the power supply.	
	• Hold the plug to unplug the power cord.	
	• Please turn the power switch "OFF" and unplug the power cord after massaging.	To avoid accidents.
	• Please turn the power switch "OFF" and unplug the power cord in times of power shortages.	To avoid damages or accidents when the power is switched on again.

PACKAGE LIST

BOX A					
part	Description	Qty	part		Qty
A	 Mainframe	1pc	B	 Shoulder A	1pc
C	 spare zip	1pc Accessory kit	D	 phone holder	1pc Accessory kit
E	 control panel	1pc Accessory kit	F	 screws	5pc Accessory kit
G	 wrench	1pc Accessory kit	H	 power cord	1pc Accessory kit

BOX B					
part		Qty	part		Qty
I	 Backrest	1pc	J	 Armrests(L and R)	2pc
K	 Shoulder B	1pc	L	 Chair Cover Set	1pc

PRODUCT STRUCTURE

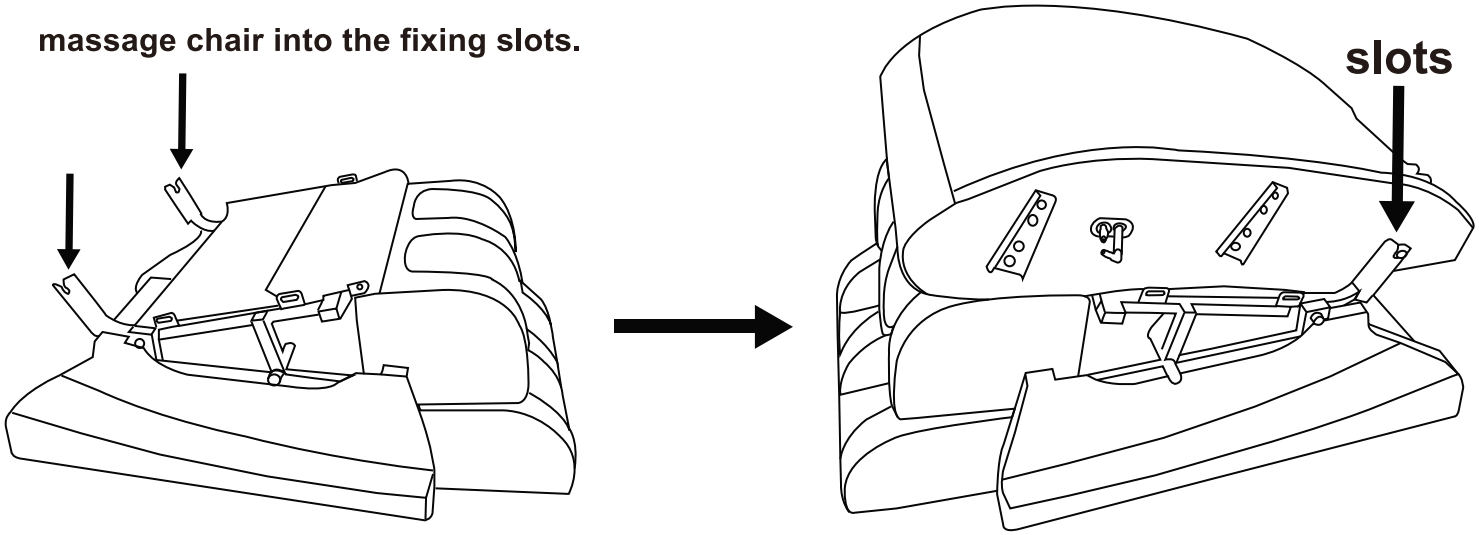


Product Name	Massage Chair
Model	ASK-313
Rated power	90w
Rated voltage	220V~
Rated frequency	50Hz
Rated time	20 min
Safety structure	Class 1

INSTALLATION STEPS

Step 1

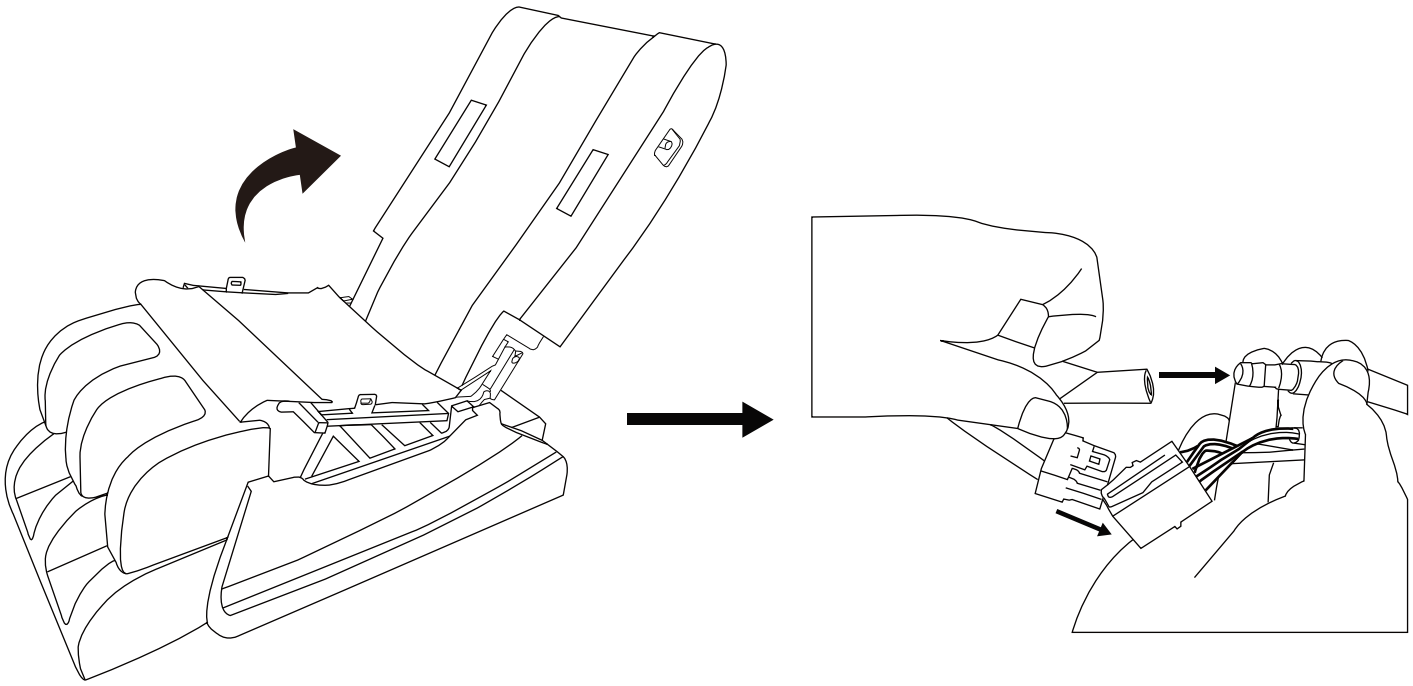
Insert the screws at both ends of the massage chair into the fixing slots.



Take out the main unite from the [BOX A] carton and place it on the floor. And take out the backrest unit from the [BOX B].
Lay the backrest flat on top of the main unit, aligning the slots at both ends.

INSTALLATION STEPS

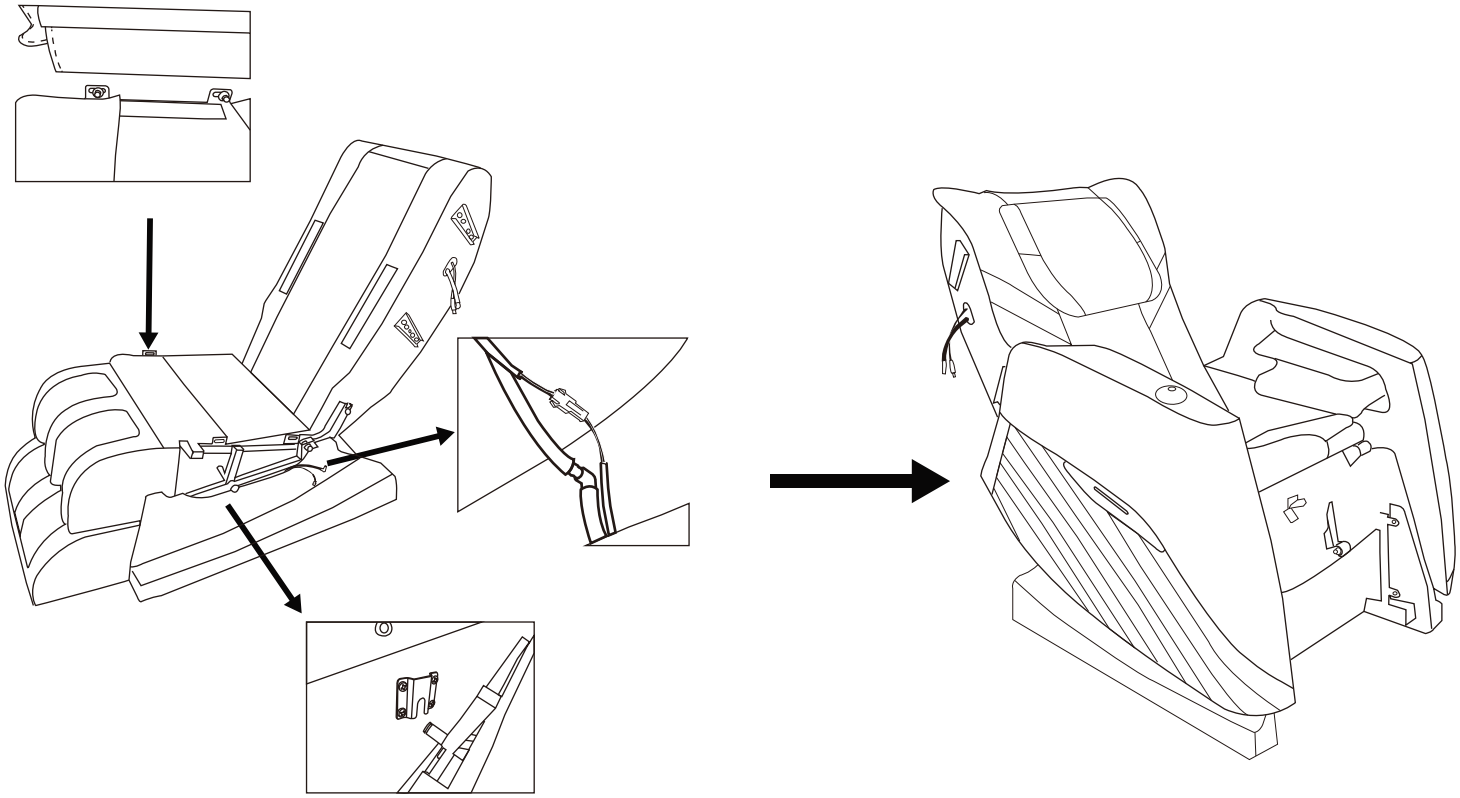
Step 2



Align the slots at both ends of the backrest, then lift the backrest to a vertical position, ensuring the screws at the bottom of the backrest are inserted into the slots. Next, connect the connector and air tube to the back of the backrest, ensuring the connection is secure and reliable.

INSTALLATION STEPS

Step 3



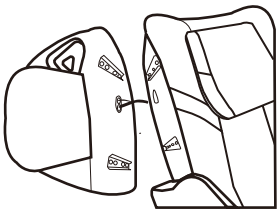
Remove the armrest marked with the letter “A” from Box B and align it with the base marked “A” (L).

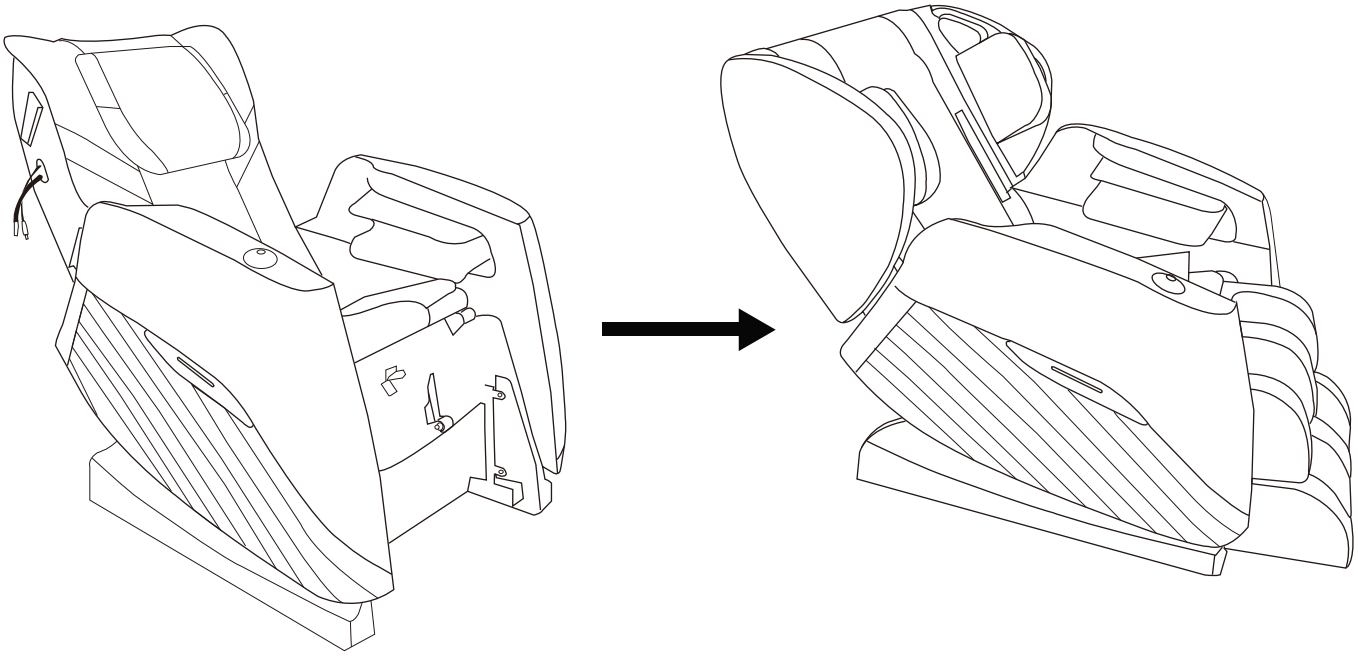
First connect the two connectors for the air tube and light strip. Hang the armrest onto the base hook, then take two screws and washers to tighten the screws, ensuring the armrest does not wobble.

Repeat the same procedure for the other armrest.

INSTALLATION STEPS

Step 4

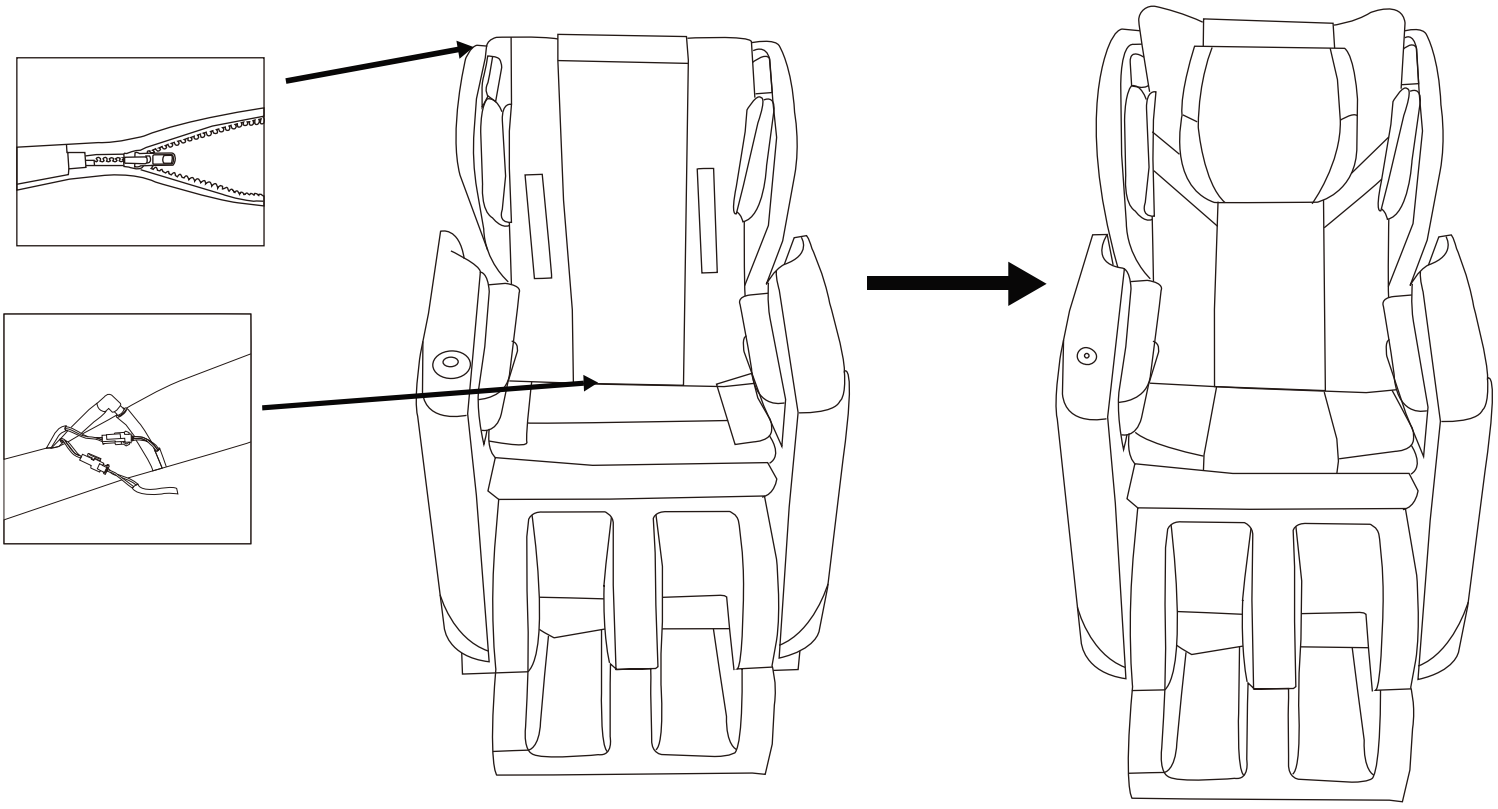




Take the shoulder assembly marked with the letter “A”. Connect the two cables according to their colours. Tuck any excess cable length into the backrest. Finally, align the two connector plates and insert them firmly into the corresponding plates on the backrest.
(The grey cable is the Bluetooth cable; the black cable is the shoulder air tube.)
Repeat the same procedure for the other shoulder.

INSTALLATION STEPS

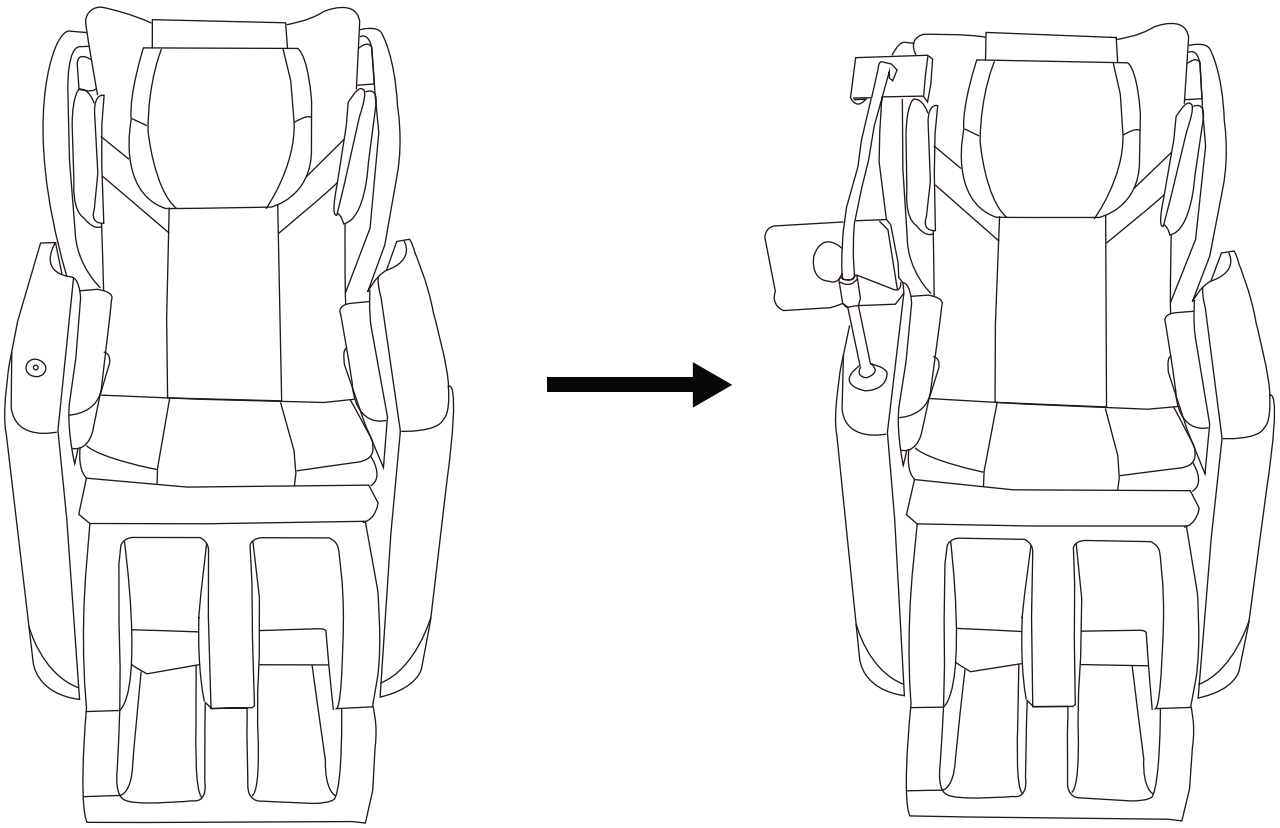
Step 5



Remove the massage chair coverlet from Box B.
Align the cover's zip pull with the zip pull at the top of the backrest and fasten securely.
Next, connect the three link cables between the backrest and seat cushion.
The white connector activates the buttock vibration function.
The black connector activates the back heating function.
The black air tube inflates the arm and buttock airbags.

INSTALLATION STEPS

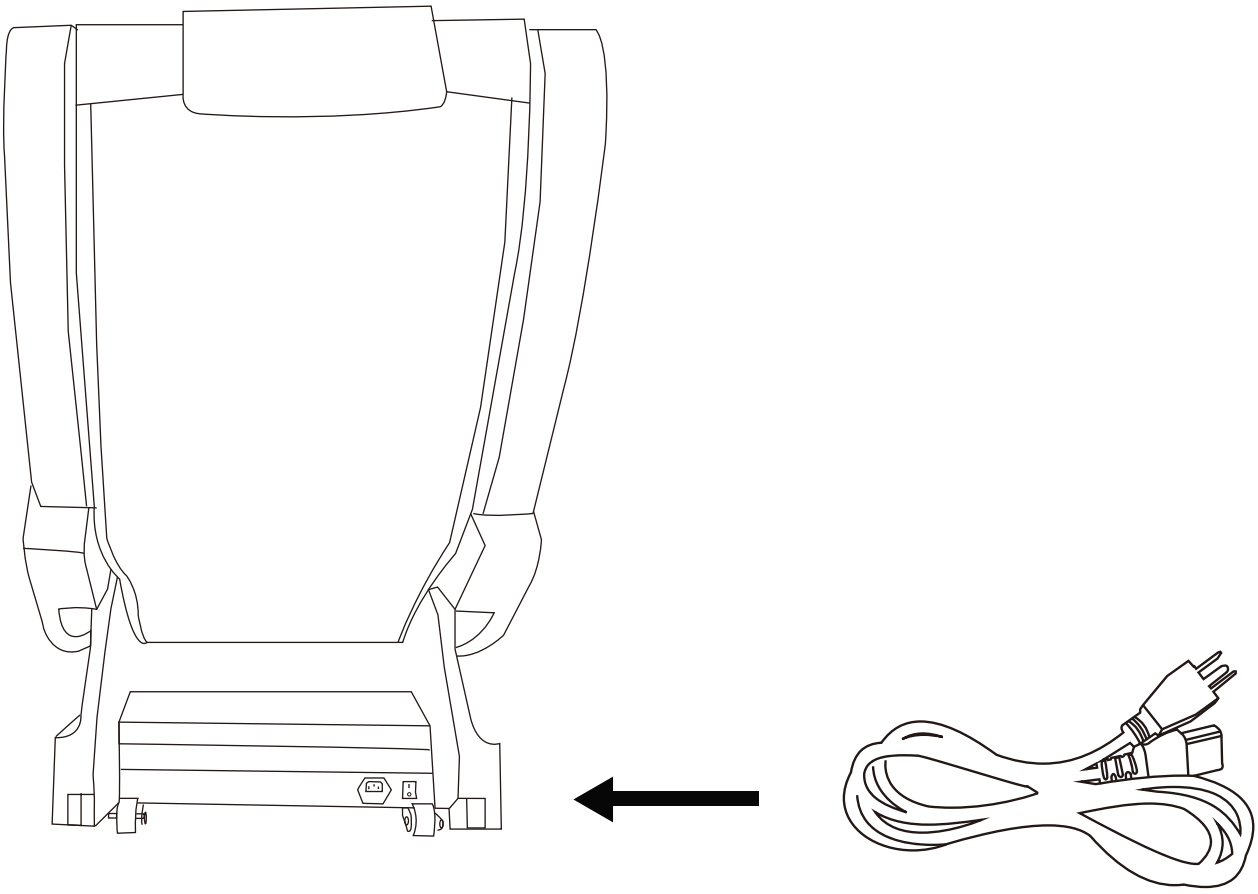
Step 6



Remove the bracket from Box B, align it with the threaded holes on the armrest, and twist to secure it in place. The massage chair is now fully assembled.

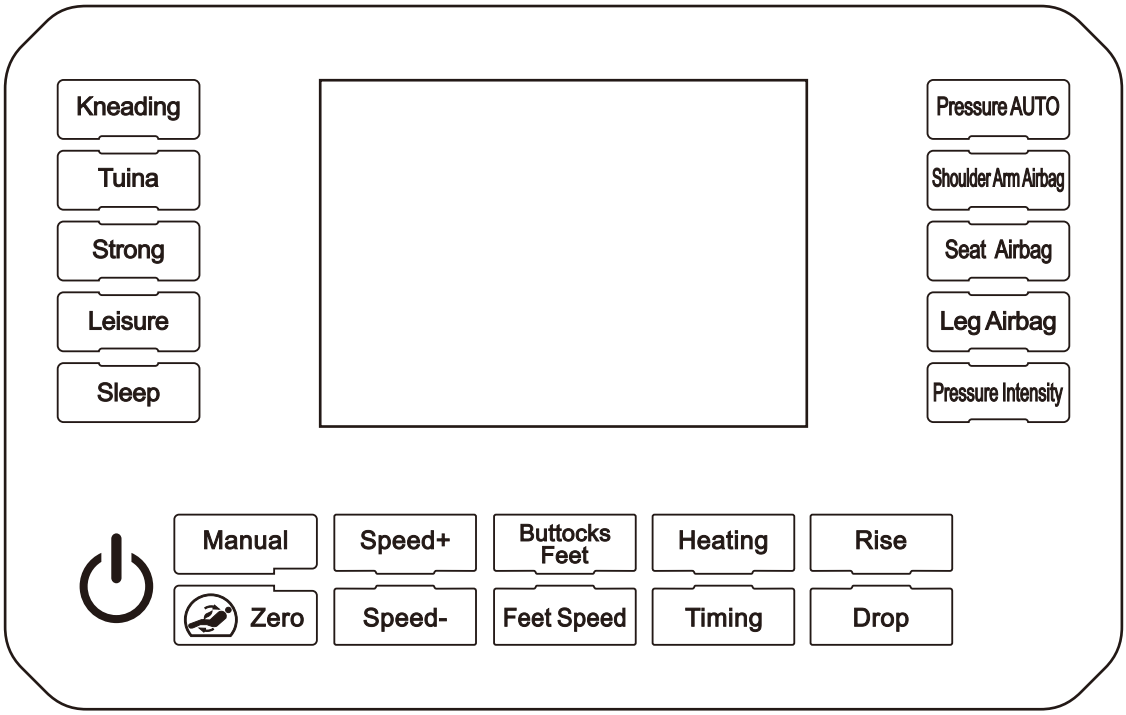
INSTALLATION STEPS

Step 7



Take the power cord from the accessory pack in Box A and connect it to the power socket at the bottom right rear of the massage chair. Switch on the red power switch to activate the unit.

Control Panel



: on or off

Kneading: knead and massage the nape of the neck,and then press this key to massage the head forward and backward.(Default end is 15 min)

Tuina : massage the waist and back, and then press this key to adjust the massage head forward and backward.(Default end is 15 min)

Strong: full-automatic power mode.(Default end is 15 min)

Leisure: automatic leisure mode.(Default end is 15 min)

Sleep: fully automatic sleep mode.(Default end is 15 min)

pressure AUTO: turn on or off the whole body airbag with one button.

Shoulder arm airbag: turn on or off the shoulder and arm airbags.

Seat airbag: turn on or off the seat cushion airbag.

Leg airbag: turn on or off the leg airbag.

Pressure Intensity: air pressure adjustment.

Control Panel

Manual: You may manually deactivate all airbags and adjust whether localised rollers operate.

1. Upon first pressing “Manual”, all airbag massage functions cease, retaining shoulder, back, waist, and foot roller massage alongside buttock vibration massage.
2. Upon second pressing “Manual”, only shoulder roller massage remains active.
3. Upon third pressing of “Manual”, shoulder, back, and waist roller massages are activated.
4. Upon fourth pressing of “Manual”, only the buttock vibration massage is activated.
5. Upon fifth pressing of “Manual”, buttock vibration massage and foot roller massage are activated.
6. Upon the sixth press of ‘Manual’, activate buttock vibration massage, and foot roller massage.
7. Upon the seventh press of ‘Manual’, activate shoulder, back, waist and foot roller massage, alongside buttock vibration massage.
8. Upon the eighth press of ‘Manual’, initiate command cycling and revert to activating shoulder roller massage only.



Zero: The body and legs are at an elevation of 126 degrees (+/- 7).

Speed+: massage head speed+.

Speed -: massage head speed -.

Buttocks Feet:

Upon powering on, the massage chair operates in automatic mode, featuring buttock vibration and foot roller massage.

1.Upon first pressing the ‘Buttocks Feet’ button, both buttock vibration and foot roller massage cease.

2.Upon second pressing the ‘Buttocks Feet’ button, foot roller massage resumes whilst buttock vibration remains inactive.

3.Pressing the ‘Buttocks Feet’ button a third time activates the buttock vibration function, with the foot roller massage deactivated.

4.Pressing the ‘Buttocks Feet’ button a fourth time simultaneously activates both the buttock vibration function and the foot roller massage.

5.Pressing the ‘Buttocks Feet’ button a fifth time simultaneously deactivates both the buttock vibration function and the foot roller massage.

BLUETOOTH FUNCTION

CONNECT DEVICE AUDIO VIA BLUETOOTH ID: "massage chair"

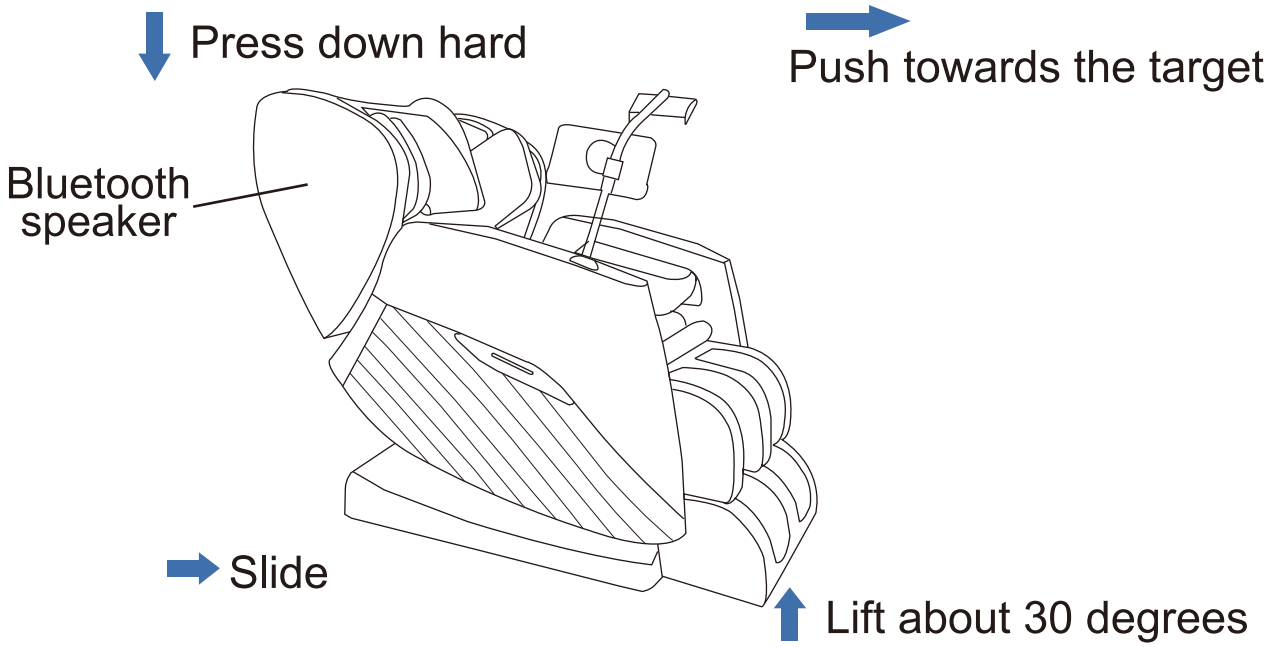
This massage chair is equipped with speakers;

you can sync your mobile device to the chair and

listen to your favourite music via Bluetooth.

1. Turn on your chair. Turn on Bluetooth on your mobile device.
2. Select and pair the Bluetooth ID: "massage chair".

MOVING METHOD OF MASSAGE CHAIR



1.Stand behind the massage chair and press down hard to the top;

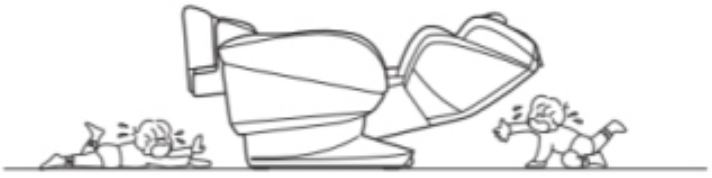
2.Tilt the chair back 30°to facilitate the free movement of the massage chair in the room;

3.When moving the massage chair, be sure to fully retract the leg pad. Please observe the above rules to avoid injury;

4.When some is sitting on the massage chair, please do not move the massage chair;

5.The floor may be damaged when moving the massage chair. It isrecommended to put a cushion under this product.

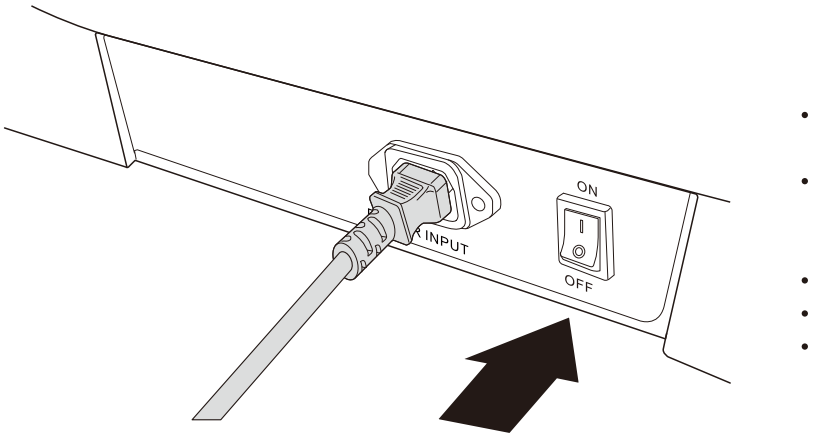
6.Before moving, please check to make sure that there is nobody, no pet and nothing ahead behind the chair and under the footrest.



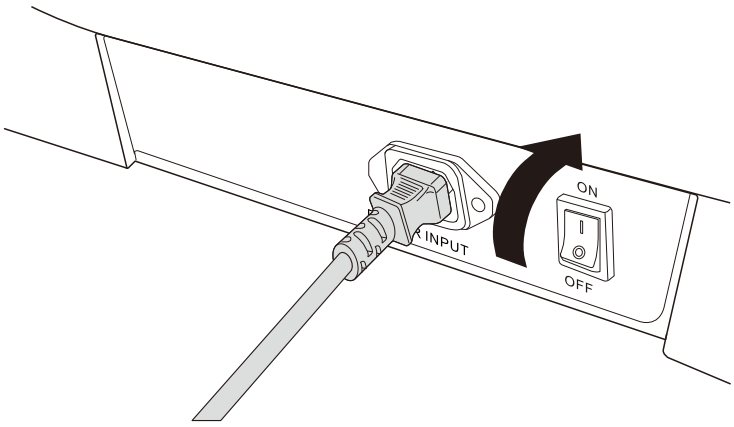
TURN ON/OFF THE POWER

Connecting power and turning on your chair

1. Plug the power cord into the power input on the back of your chair.
2. Plug the power cord into a power outlet.



3. Press the **ON/OFF** switch on the back of your chair to the on position. Your chair turns on and enters standby mode.



Note: In standby mode, the remote control display is off. The only button that you can use is the ⏻ (power) button on the remote control to turn your chair on.

TURN ON/OFF THE POWER

Turning off a running massage

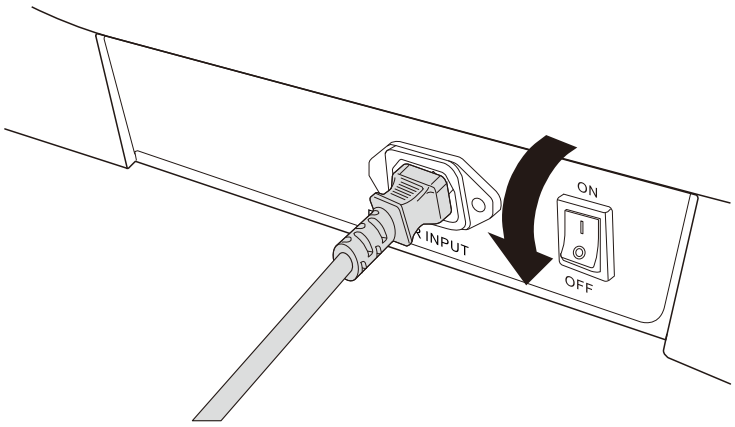
If you press the (power) button, the massage stops and the backrest, leg rest, and all massage functions return to the default positions for the selected massage program. When the massage program time is up, the backrest and leg rest do not return to the defaults.

> **Note:** To return your chair to its upright position, hold the (power) continuously until the chair is fully upright. Make sure that the that area around your chair and under the footrest isn't blocked by any items and that nothing is under the footrest area.

Disconnecting power

If you don’t plan to use your chair for an extended period of time or you move your chair, you need to disconnect power.

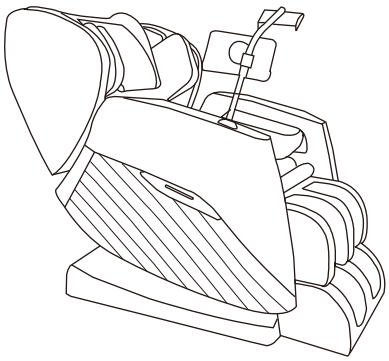
1. Press the **ON/OFF** switch on the back of your chair to the off position.



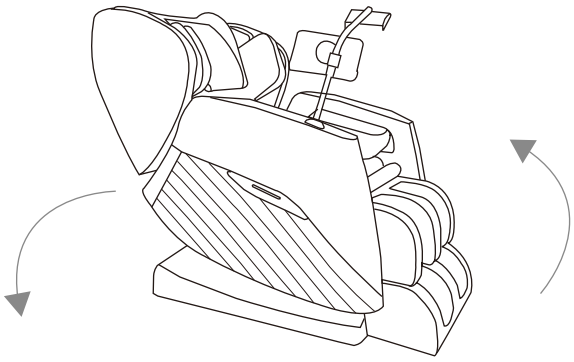
2. Unplug the power cord from the back of your chair and from the power outlet.

STORAGE

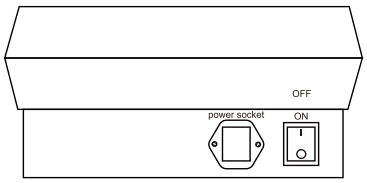
❶ Make sure there is no people or pets or any objects within the range of backrest and leg rest.



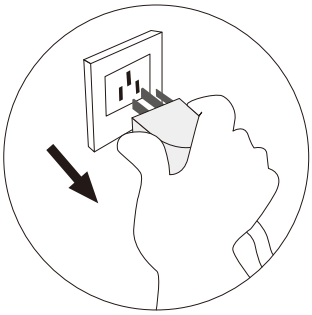
❷ Restore the massage chair to its original position by pressing the “Back Ascend” or “Power” button on the remote control.



❸ Switch off the power.



❹ Unplug the electricity from the socket. (Attention: hold the right plug position)



❺ Clean the massage chair if necessary.

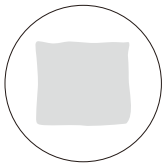
ATTENTION!

- After using, press “Power” button to end all the massage programs and wait for restoration. Please ensure to turn off the electricity to avoid any unexpected injuries to children or pets.
- After using, turn off the power and unplug the electricity to avoid moisture, dirt and aging of insulation in case of causing damage.
- If the power cord is damaged, there must be a manufacturer's replacement for the maintenance shop to avoid danger.
- When you are not using this product or cleaning, please remove the power source to avoid danger.
- Do not use any sharp items tocut the surface of the product.
- Do not put product in damp environment, should be placed in dry and ventilated place.

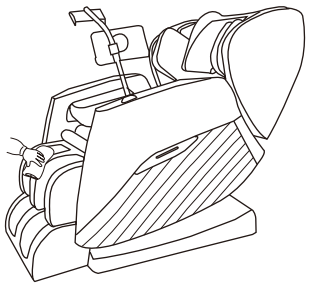
CLEANING AND MAINTENANCE

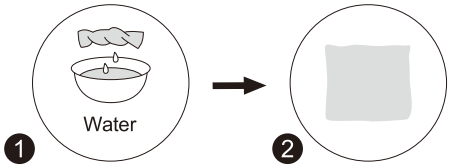
General Cleaning

Clean the massage chair with a soft and dry cloth.



Daily cleaning, please use neutral detergent and soft cloth wipe, do not use corrosive detergent.

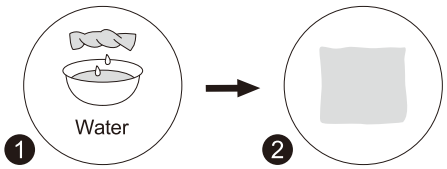




If Leather is Dirty

1. Dip the soft cloth, squeeze it and clean the stain on the surface gently.
2. Wash the soft cloth, squeeze it and wipe the leather surface again.
3. Clean it with a soft dry cloth.
4. Allow it to dry (hair dryer is prohibited).

CLOTH MATERIAL



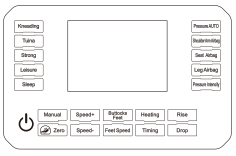
1. Dip the soft cloth into the clean water, squeeze it and clean the cover surface.Daily cleaning, please use neutral detergent and soft cloth wipe, do not use corrosive detergent.
2. Allow it to dry.

PLASTIC PART



1. Dip the soft cloth, squeeze it and clean the plastic part.
2. Allow it to dry.

CONTROL PANEL CLEANING



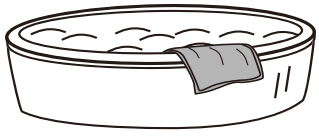
Control Panel



1. Wipe the remote control with a soft cloth after dipping it into the water and squeezing it.
2. Allow it to dry.

Daily cleaning, please use neutral detergent and soft cloth wipe, do not use corrosive detergent.

ABOUT MASSAGE CHAIR CLEANING



- Before cleaning, unplug the electricity and do not touch the plug with wet hands.
- Make sure the hands are dry when plugging into the socket.
- If failed to follow the above instruction, user may get an electric shock or injured.

TROUBLESHOOTING

Problems/Issues	Possible reasons	Troubleshooting
The massage chair is not working after switching on the power.	Power switch at the bottom is not turned ON.	Turn on the power switch (refer to page 21).
	You may have not chosen a massage mode yet.	Choose any massage programs to start the massage.
	The power plug is not properly connected to the socket.	Make sure the plug and socket are connected.
	Wire or plug has been damaged.	Please contact our customer service for checking and/or replacement.
	The fuse of massage chair has burned out.	Please contact our customer service for checking and/or replacement.
	The inner circuit has a problem.	Please contact our customer service for checking and/or replacement.
There is a beep sound inside the massage chair while in use.	You are probably hearing the sounds of air pump, motors or mechanical parts.	This is normal.
Different positions of the left rollers and right rollers.	The massage rollers do not always run symmetrically.	This is normal. You may stop the massage and restart to get the massage rollers to run symmetrically.
The sound suddenly becomes much louder while in use.	You may have used the massage chair continuously for a long period of time.	Turn off the power to allow the massage chair to rest for an hour before switching it on again.
	The internal parts may have worn down after using the massage chair consistently over a long period of time.	Please contact our customer service for checking and/or replacement.
The massage program suddenly stops while in use.	Poor power connection.	Connect the electricity power again.
	The auto program timer is finished.	Turn off the power to allow the massage chair to rest for an hour before switching it on again.
Neither the backrest nor the leg rest can lay down.	Check if there are any objects around the massage chair; or if the massage chair is overloaded. Sometimes, the massage chair may automatically stop working for safety purposes.	Remove the objects and turn off the power to allow the massage chair to rest for an hour before switching it on again.
The massage chair can't return to its original position.	Excessive operation; timer setting is finished.	Please contact our customer service for checking and/or replacement.
Electric wire or plug overheats.	It may work overload.	Turn off the power to allow the massage chair to rest for an hour before switching it on again.
	Other abnormal cases.	Stop using the massage chair and contact our customer service for checking and/or replacement.

⚠ Note: If your problems are not stated as above, please turn off the power supply and contact our customer service for assistance.

ORDERING REPLACEMENT PARTS

To help us assist you, please provide the following information when contacting us:

Email: service@grandtunnel.com

- **the model number**
- **the name of the product**
- **the Order ID**

Item	Massage Chair
Model	ASK-313
Rated Power	90W
Rated Voltage	220V~
Rated frequency	50HZ
Color	Grey
Contact information	service@grandtunnel.com

CUSTOMER SERVICE GUIDE

Thank you for choosing our product! We are committed to providing you with excellent service. If you find any missing parts, damaged packaging, or product damage after receiving all packages, please follow the steps below to quickly contact our customer service team. We will do our best to resolve your issue.

1. Missing Parts

Verify Parts:

1. Refer to the **"Parts List"** in the manual to verify the name, specifications, and quantity of the missing parts.
2. Take a clear photo of the parts list and mark the missing parts with detailed information, e.g., "Missing 5 pieces of M6X30mm screws."

Contact Us:

· **By Email:**

Send an email to **service@grandtunnel.com**, with the subject line "Missing Parts Issue." Include the following in the email:

· A description of the missing parts and a photo of the parts list.
· Order details (order number, purchase platform, purchase date).

2. Product or Packaging Damage

If it affects normal use:

Steps:

1. Take clear photos or videos showing the damaged parts and the extent of the damage (multi-angle shots are recommended).
2. Email the photos/videos along with order details to **service@grandtunnel.com**, with the subject line "Product Damage Issue."

Resolution:

After verification, we will arrange for a replacement part, product exchange, or refund as quickly as possible.

If it does not affect normal use:

Steps:

1. Contact our customer service team (by email: **service@grandtunnel.com**).
2. Provide a description of the damage and include relevant photos or videos.

Resolution:

We will provide repair guidance or an appropriate compensation plan based on the specific situation.

Contact Us:

· Customer Service Email: **service@grandtunnel.com**

Helpful Tips

To process your issue efficiently, please prepare the following information:

· Order details (order number, purchase platform, purchase date).
· Clear photos or videos.
· We are committed to providing quick and professional solutions, no matter the size of the issue, to ensure your satisfaction.

Thank you for your trust and support! We hope you enjoy using our product!

Massage Chair

SKU:
C002828011
C002828012
C002828021
C002828022

V1.0