



# USER MANUAL

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# 1. Product Introduction

## 1.1 Product Overview

Massage chairs are electric furniture that simulate manual massage. They accurately replicate massage techniques through multi-dimensional mechanical movement, effectively relaxing muscles, relieving stiffness, and improving sleep quality. An intelligent sensing system, designed with ergonomics in mind, automatically adjusts to different body types for personalized therapy programs.



## 1.2. Key features

(1) **Professional massage techniques**

Kneading, Tapping, Shiatsu, Knocking, rolling, Sync massage, accurate restoration of the massage techniques of certified masseurs.

(2) **Massage covers 7 zones of the whole body**

Neck trapezius, shoulder area, lower back, hip piriformis, thigh posterior muscle group, calf gastrocnemius and plantar reflex area full relaxation.

(3) **Smart hyperthermia in three zones**

Built-in heating pads for upper back, waist and lower leg, temperature (up to 113°F/45 ° C), accelerate lactic acid metabolism.

(4) **Zero Gravity mode**

The elevation adjustment system refers to ergonomic research data (ASTM F1854 standard), simulates a near-weightless position, reduces spine pressure, and improves blood circulation throughout the body with the knee slightly higher than the heart it is recommended that a single massage last no more than 45 minutes

(5) **Safety timing system**

Set smart timing for 5/10/15/20/25/30 minutes, according to NIH Clinical Study (PMID 25671660), to prevent muscle overstimulation.

(6) **Bluetooth music syncing**

Support mobile phone Bluetooth wireless connection, dual channel speakers bring immersive relaxation experience.

(7) **4D Air pressure wrapping system**

28 sets of dynamic airbags intelligently adjust pressure for gradient compression relaxation for shoulders/arms/calves/feet.

(8) **Smart body scan**

40 seconds automatic detection of height and body shape, intelligent matching of the best massage trajectory and strength (suitable for 4'9"-6'2" height range).

(9) **Air purification function**

Built-in negative ion generator, continuous release of negative ions, negative ion concentration  $\geq 5 \times 10^6$  pcs/cm<sup>3</sup> (according to China GB/T 18801 standard testing method, laboratory environmental data, the actual concentration is affected by environmental temperature and humidity)

**(10) Plantar three-axis massage**

Front palm roller, foot arch gua sha, heel tap three-zone linkage to relieve plantar fasciitis discomfort.

**(11) Scenario-based automatic program 12 kinds**

Nap sleep, office sedentary recovery, relaxation after exercise, soothing before going to bed and other modes start with one click.

**(12) Ambient light**

The surround soft light system can be independently switched on and off.

**(13) APP control**

Exclusive APP supports iOS/Android dual platforms (compatible with Bluetooth 5.2+Wi-Fi 6 protocol), intelligent scene linkage, to achieve 2D visual editing massage.

### **1.3 Standout Benefits**

"Professional Family Health Workstation"

**①.Privacy and convenience**

Provides a way to enjoy a massage at home anytime, without making an appointment or going out.

**②.All scenarios fit**

From athletes to office workers, meet the rehabilitation needs of different groups.

**③.Precise and intelligent**

Automatic body recognition technology allows each massage to be customized by a personal therapist.

**④.Comfort design**

Meets OSHA ergonomic standards and can be adapted to 95% of North American residential space.

## 1.4 Tech Specs

Rated Voltage	120 V~
Rated Frequency	60 Hz
Rated Power	140 W
Upright position-Approximately	1400×755×1110 mm
Reclined position-Appr	1610×755×920 mm
Suitable Height Range	4.9-6.2 ft
Minimum Doorway Size	30 inches
Weight Capacity	330 lbs

## 2. Safety Instructions

### 2.1 Intended Users

The massage chair provides convenient relaxation for diverse lifestyles, but usage should be adjusted based on individual health conditions.

**Office Workers:** Prolonged sitting in fixed positions can cause muscle stiffness and fatigue. The massage chair helps relax the shoulders, neck, and back to relieve discomfort.

**Long-Standing Individuals:** For individuals such as teachers or salespeople, the massage chair helps relax leg muscles and reduce swelling.

**Elderly Users:** Promotes blood circulation and eases pain, but it is recommended to choose a gentle mode.

**Fitness Enthusiasts:** Helps relax muscles and speeds up recovery after exercise.

**People with High Stress or Poor Sleep:** Reduces stress, relaxes the body and mind, and improves sleep quality.

**Chronic Pain Sufferers:** For conditions like muscle strain or cervical spondylosis, the chair helps alleviate pain, but consult a doctor before use.

**Pregnant Women:** Use with caution and consult a doctor to avoid pressure on the abdomen.

**Recovery Patients:** Individuals recovering from surgery or illness can use the chair under doctor supervision to aid muscle relaxation and recovery.

**Individuals with Poor Circulation:** Improves blood flow, benefiting those with cold extremities or frequent fatigue.

**Quality of Life Seekers:** For those who value comfort and relaxation, a massage chair offers an excellent way to unwind and enhance daily life.

### 2.2 Safety Instructions Before Use

**Power Check:** Ensure the power cord is intact to prevent electric shock or short circuits.

**Component Inspection:** Inspect rollers, airbags, and other parts for damage before use.

**Session Duration:** Limit each session to 30 minutes to avoid over-relaxing or muscle strain.

**Usage Frequency:** For best results, use 1–2 times per day. Excessive use may reduce effectiveness.

**Wait After Meals:** Wait at least 30 minutes after eating to prevent digestive issues.

**Avoid Use on Empty Stomach:** Using on an empty stomach may cause dizziness or discomfort.

**Proper Posture:** Maintain correct sitting position to avoid discomfort or injury.

**Remove Personal Items:** Remove items that could cause harm, including jewelry, hair accessories, hats, belts, glasses, and anything hard in your pockets (e.g., wallet).

### **2.3 Safety Instructions After Use**

**Stand Up Slowly:** Rise gradually to prevent dizziness caused by sudden blood pressure changes.

**Rehydrate:** Drink water after use to help your body recover.

### **2.4 Important Safety Warnings**

To reduce the risk of fire, burns, electric shock, or injury, please adhere to these guidelines:

- **Electrical Safety**

(1) Unplug the unit when unattended or not in use for extended periods.

Always turn off all controls before unplugging.

(2) Disconnect power before installing or removing any components.

(3) Do not pull the power cord or use it to move the massage chair.

(4) Keep the power cord away from heat sources.

(5) Never unplug while the chair is in operation.

(6) Do Not Use If:

- ✗ Power cord/plug is damaged.

- ✗ Unit malfunctions or operates abnormally.

- ✗ Chair is physically damaged or exposed to water.

- **Environment & Placement**

- (1) Avoid damp, high-temperature, or flammable/explosive environments.
- (2) Indoor use only. Do not use outdoors.
- (3) Avoid aerosol products or oxygen-rich environments during operation.
- (4) Keep away from direct sunlight to prevent material fading/cracking.
- (5) Avoid prolonged contact with vinyl or wallpaper (risk of discoloration).
- (6) Ensure ventilation. Do not use in tightly enclosed spaces for long periods.

- **Other Precautions**

- (1) Do not use if damaged or malfunctioning. Exposed moving parts from torn fabric may cause injury.
- (2) Use only in a seated position. Standing on or inside the chair is prohibited.
- (3) Avoid prolonged use of the heating function to prevent the risk of burns.
- (4) The massage chair is for use by one person at a time only.
- (5) Be sure to follow all the setup instructions in the "Settings" section to properly configure your device. Improper installation may cause injury or damage.
- (6) Do not combine with external devices (heating pads, electric blankets, etc.) during operation.
- (7) Wear comfortable, cotton clothing while using the chair. Synthetic fabrics may cause static buildup.
- (8) Always supervise children to prevent unsafe play.
- (9) Do not exceed the chair's weight limit to avoid damage.
- (10) Avoid using the chair for long periods at a time to prevent motor overheating.

## **2.5 Special Population Warnings**

- (1) Not suitable for pets, children, individuals with disabilities, intoxicated persons, or those with sensory impairments.
- (2) Any person requiring special care or elderly individuals must use this massage chair under the supervision of an adult.
- (3) Individuals with sensory loss, numbness, or cognitive impairments (including children) must use this product under adult supervision.

(4) Consult a doctor before use if you have:

- Implanted medical devices (e.g., pacemakers)
- Heart disease
- Pregnancy or recent childbirth
- Heat/pressure sensitivity
- Open wounds or injuries
- Bone fractures, osteoporosis, low bone density, or fragility
- Blood thinners or bruising susceptibility
- Skin disorders or allergies

## **2.6 Emergency Handling**

(1) Immediately power off and unplug the chair, then contact authorized service personnel if you observe:

- Burning odors
- Overheated power cords
- Malfunctions or abnormal operations
- Failure to activate despite proper power connection

(2) Discontinue use and consult a healthcare provider if experiencing rashes, redness, itching, or other skin reactions.

## 3. Setup & Installation

### 3.1 Massage Chair Unboxing Guide



#### Step 1: Unbox & Inspect

- Place the chair upright and remove all packaging materials.
- Check for visible damage (report any issues immediately).



#### Step 2: Lift the Top Cover

- Remove all ties, lift lid straight up until it pops off.  
(Two people are recommended.)



#### Step 3: Remove the Protective Film

- Peel off the clear plastic film covering the seat, armrests, and footrest.
- Use scissors or a utility knife (carefully!) to cut stubborn edges.




#### Step 4: Lower the Footrest

- Home the footrest properly.
- Move the massage chair out of the pat.




## 3.2 Part Checklist

Please check whether the following accessories are complete, if any missing please contact us in time

 <p>USER MANUAL</p>			
<p>Manual</p>	<p>Foot cushion (cushioned foot massage)</p>	<p>Power cable</p>	<p>Screwdrivers and spares</p>

## 3.3 Chair Assembly

### 3.3.1 Attaching the backrest

		
<p>Lay the seat cushion flat</p>	<p>Hinge the left and right side zippers</p>	<p>Hinge the bottom zipper</p>

#### PLEASE NOTE:

- If the left and right zippers are difficult to zipper up, you can use a paper clip similar to extend the end of the chain.
- If the bottom zipper is difficult to zipper up, you can appropriately lift the pedal to make it easier.

### 3.3.2 Power Setup

- (1) Make sure that the power switch is off before inserting the power cord to prevent the massage chair motherboard from failing due to excessive current.
- (2) Insert the power connector into the base power port.
- (3) Insert the power plug into the socket.
- (4) Turn on the power switch, you will hear a "beep" sound to indicate that the power is connected properly.



### 3.4 Pre-use Checklist

#### 3.4.1 Adjusting The Headrest

Adjust the headrest by zipping and Velcro. Enhance your neck massage experience.



### 3.4.2 Moving The Chair



#### PLEASE NOTE:

- Make sure the power is off and there is no power cord at the bottom of the chair when it is moved.
- Tilt the chair with the training wheel as the fulcrum as shown in the picture.
- Please try to move the massage chair in the area covered by the carpet to prevent the ordinary floor from being worn by the roller.

### 3.4.3 Ideal Placement

The Zero gravity mode is the special two-way extension mode, with the back end tilted back by 5cm and the front section extended forward by 35cm, which makes the massage chair a great space saver, and you can place it as low as 1.97 inches (5cm) from the wall.



## 4. Quick Start Guide

This product can use 12 automatic mode and manual setting mode, can connect Bluetooth speaker, through the shortcut key, display screen, mobile APP control three ways to control.

### 4.1 Using Your Massage Chair

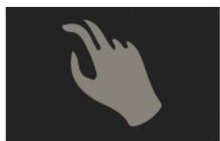
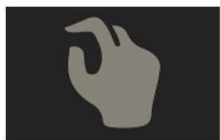
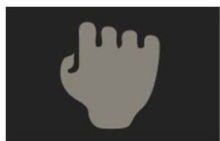


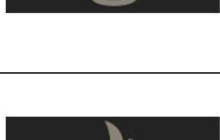
#### 4.1.1 Automatic Mode

Serial Number	Programme	Description	Intensity
1	Master	Full body massage, strong intensity of rollers and airbags massage	High
2	Spine Care	Massage focus on the spine area to relax the body	Medium
3	Soft	Suitable for elderly, full body massage in the lightest way to relieve back pain and leg cramp for the elderly	Low
4	Deep Sleep	Full body massage with swing function, soft massage help to have a nice nap	Low
5	Neck & Shoulder	Partial massage, focus on neck and shoulder, help to relieve muscle soreness of back and waist	Medium
6	Slim	Soft massage focused on the waist and hip	Low
7	Refreshing	Full body massage wake up the body, strong intensity for roller and airbag massage	High
8	Relaxing	Full body massage, medium intensity of rollers and airbags massage	Medium
9	SPA	Full airbag massage and foot roller massage	Medium
10	Sport Care	Full body massage, a program designed specifically for athletes and fitness person	Medium
11	Stretch	Full body massage, stretch your leg and back to better relieve muscle	High
12	Waist & Back	Partial massage, focus on waist and back, help to relieve muscle soreness of back and waist	Low

**PLEASE NOTE:**

- When using the automatic program, the width and strength of the massage roller cannot be adjusted.
- The airbag function and the angles of zero gravity, backrest and footrest are not adjustable in stretch mode and sleep mode.
- The seat will not return to its initial position after completing the sleep procedure. Press the power button to return to the original position.

### 4.1.2 Manual Mode

Mode	Name	Descriptions
	Kneading	This mode mimics the human hand action of kneading muscles to improve circulation and soothe tense muscles. It helps to reduce muscle fatigue and pain, and is particularly useful for the shoulders and back.
	Knocking	This mode simulates gentle tapping movements and kneading. This type of massage helps to relax the body and stimulate the lymphatic system, thus eliminating fatigue and rejuvenating.
	Tapping	This mode mimics a gentle tapping or tapping motion. This action helps to relax the body while stimulating the skin and muscles, providing a certain vibratory effect that helps to relieve physical fatigue.
	Clapping	This mode simulates a palm-strike like action. It is designed to stimulate the deeper layers of the muscles to help increase blood flow and relax the tendons, and is often used to relieve more tense or stiff areas.
	Shiatsu	This mode is a traditional Japanese massage technique that utilizes the application of sustained pressure from the fingers, thumbs, and palms. This modality is often used to relieve muscle tension, improve blood flow, and reduce stress and anxiety through rhythmic pressure.
	Rolling	This mode simulates the action of rolling the palm or fingers back and forth across the skin. It is commonly used on the back or lower back to help relax muscles, especially when larger muscle groups need to be relaxed.

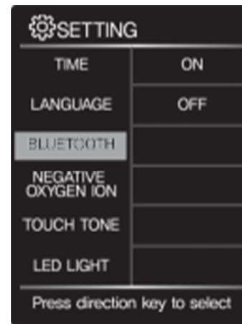
**PLEASE NOTE:**

- In the manual mode, you must select 'Mode' before adjusting 'PART', 'WIDTH', and 'SPEED'.
- Shiatsu massage in manual mode does not adjust the massage intensity.
- Selecting "Whole" in the massage area in manual mode cannot adjust the roller position.
- Select "Point" in the massage area in manual mode and long press UP/DOWN to fix the roller in a certain position for massage.

### 4.1.3 Bluetooth connection

Step 1. Turn on/off Bluetooth: You can turn on the Bluetooth function of the massage chair in the following two ways.

- In the remote control menu, find the Settings to turn Bluetooth on or off.



- Turn Bluetooth on/off in the Massage chair Settings screen of the APP.

		<ul style="list-style-type: none"><li>➤ Press the Setting Button to access the Massage Chair Settings screen.</li><li>➤ Press the Bluetooth music Button to turn Bluetooth on/off.</li></ul>
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Step 2. Turn on your phone's Bluetooth and then pair it.

	<ul style="list-style-type: none"><li>➤ After turning on the Bluetooth function of the massage chair, turn on the Bluetooth of the mobile phone, and select the model name: R8079 from the Bluetooth list for pairing. After the pairing is successful, you can start playing music.</li></ul>
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## 4.2 Control Options

Provide remote control, chair side shortcut keys and special App three control methods.

### 4.2.1 Remote

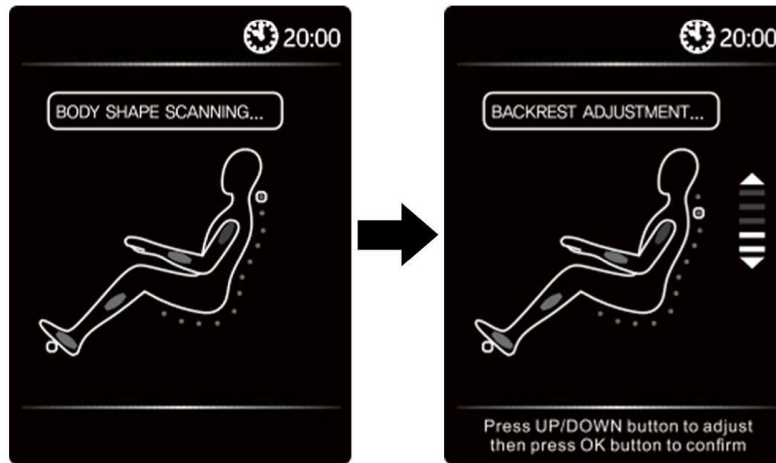
#### 4.2.1.1 Remote Buttons Guide



	<p><b>Power</b> Start the massage chair to begin the body scan and will go into sleep mode when finished.</p>		<p><b>Menu</b> Toggle to the menu bar key, which is also the back key.</p>
	<p><b>Pause</b> Pause the massage function and press Resume again.</p>		<p><b>Automatic Programs</b> Switch between 12 automatic programs.</p>
	<p><b>Directions and confirmation</b> Select the keys for all functions, and the ok button confirms the function.</p>		<p><b>Airbags</b> Press the Open Airbag adjustment panel and use the arrow keys to select your favorite airbag force and position.</p>
	<p><b>Heating</b> Turn on back, waist and calf heating and repeatedly press to Turn off.</p>		<p><b>Zero Gravity</b> Adjust Zero Gravity mode, there are 3 levels.</p>
 	<p><b>The massage Roller</b> Long press up or down to adjust the massage roller position.</p>	 	<p><b>Adjust Leg up/down</b> Long press to adjust the footrest tilt Angle individually.</p>
 	<p><b>Adjust the Backrest up/down</b> Long press to adjust the Backrest tilt Angle individually.</p>		

#### 4.2.1.2 Remote Touch Controls

Starting the massage chair will first conduct a body scan, about 40s after scanning the massage chair will default to "sleep mode".

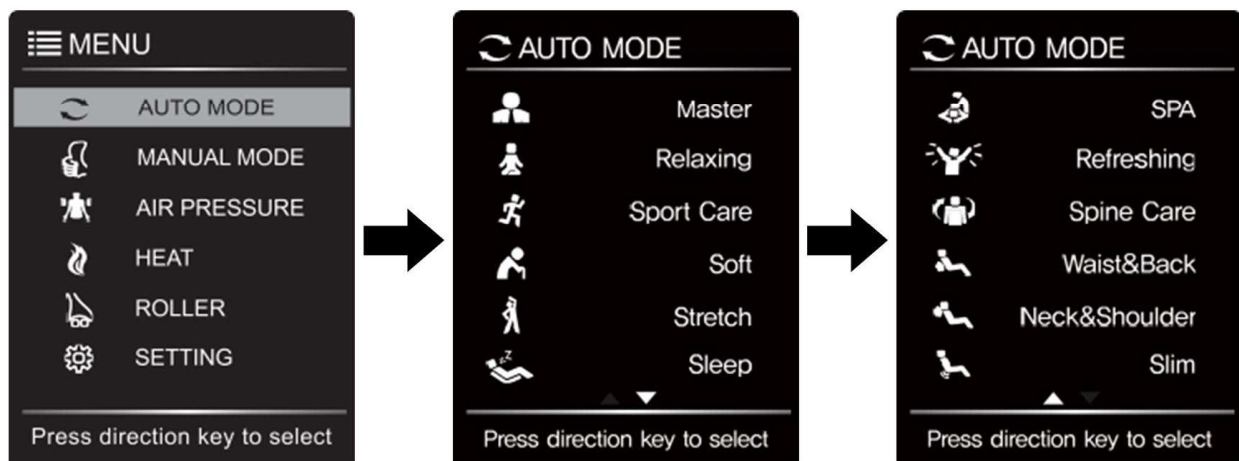


#### PLEASE NOTE:

- During the body scan, you need to place your head and shoulders against the back of the massage chair to ensure accuracy.
- At the end of the body scan, the display will indicate whether you need to adjust the roller. If you think the position of the roller is not accurate enough, please long press UP/DOWN to adjust.

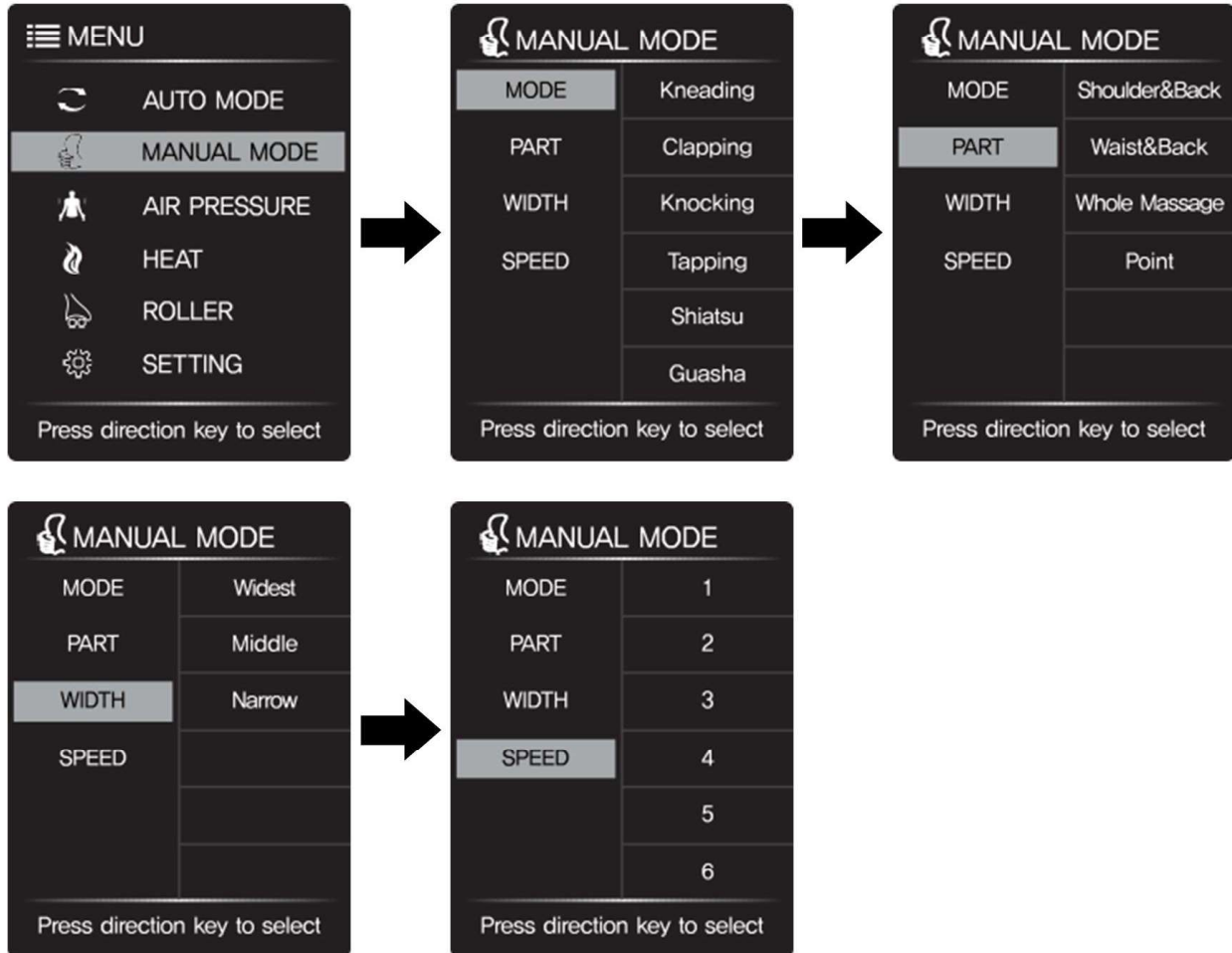
#### Automatic mode

Press "Menu" and select "AUTO MODE" to select the automatic program. Select and confirm by pressing the "Direction & Confirmation button". You can also use the "AUTO" button to switch the automatic program directly.



## Manual Mode

Press "Menu" to access the main menu, select the "MANUAL MODE" page, then use the arrow keys on the "MODE" page to select the massage technique. "PART" page Select the massage area "WIDTH" page adjust the width of the massage "SPEED" page adjust the massage intensity.

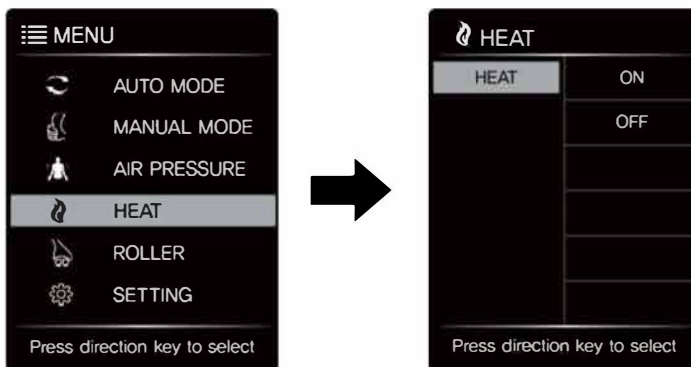


## Other Features

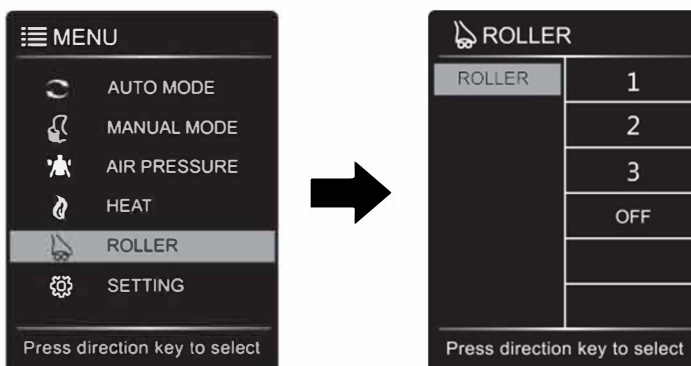
① Airbag : Press the "Menu" button to enter the main menu, use the arrow keys to select "AIR PRESSURE" (air bag area and pressure) and then adjust your desired air bag massage position and air bag pressure



② Heating: Press the "Menu" button to enter the main menu, use the arrow keys to locate "HEAT", enter the "HEAT" page turn on or turn off the heating function.



③ Foot Roller: press the "Menu" button to enter the main menu, use the arrow keys to locate "roller" Use the arrow keys to select the strength of the foot roller you want (three levels in total) or close it.



## Other Settings

Press the "Menu" button to locate the "SETTING function" and use the arrow keys to select and confirm.

Timing: A total of 10 minutes, 20 minutes, 30 minutes can be selected (30 minutes massage time is the most suitable massage time).

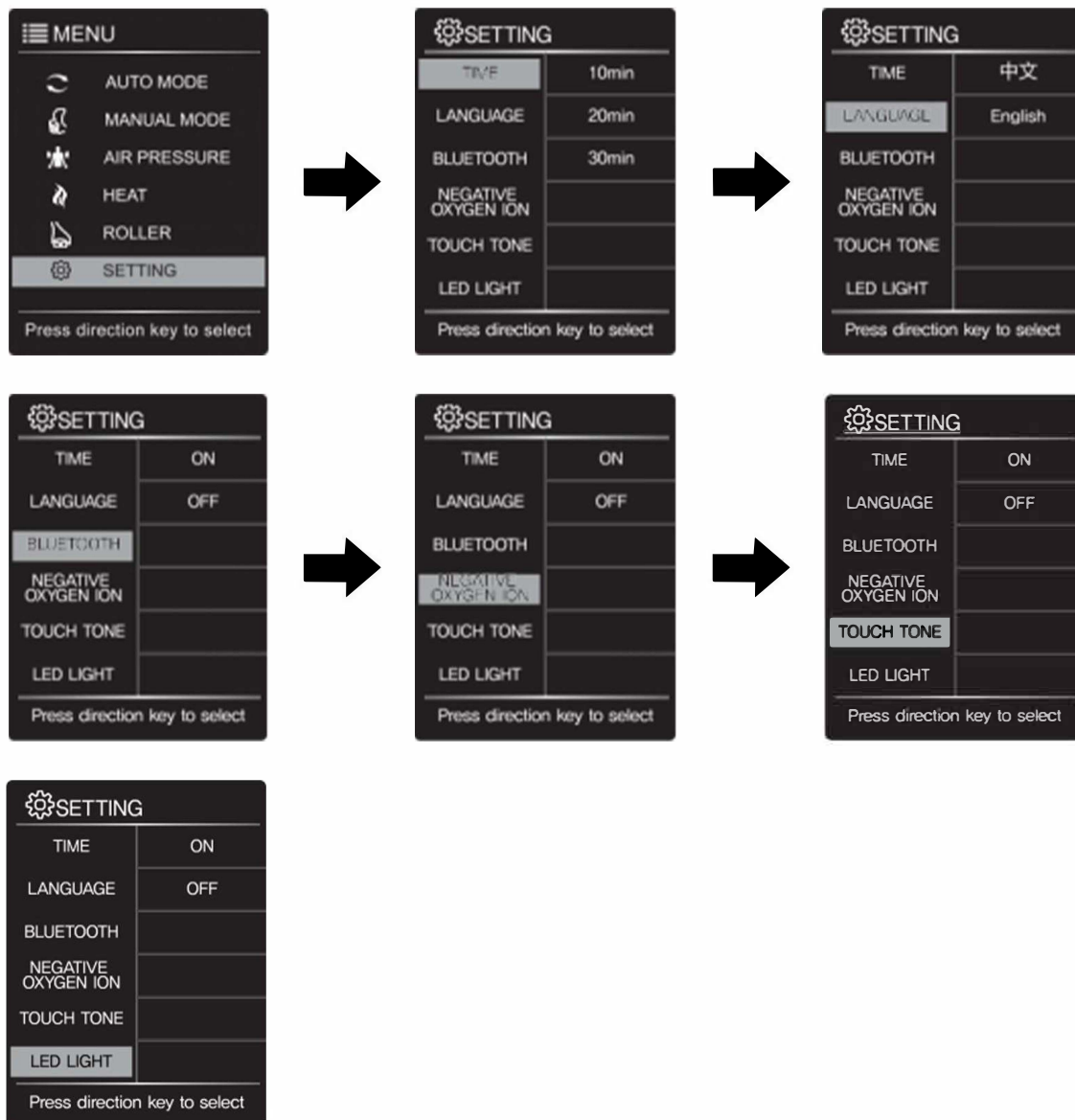
Language: Choose the language that works for you.

Bluetooth: Turn your Bluetooth on or off.







Negative ion: Turn the negative ion generator on or off.

Key tone: This function is used to turn off the sound brought by keys to give you a better experience.

LED Light: If you feel that the light brought by the LED light of the massage chair is too bright when you are resting, you can turn it off.



## 4.2.2 Shortcut Buttons

		<p><b>Power &amp; Pause</b> Press and hold to start the massage chair, start the body scan, and enter the sleep mode massage by default when you finish</p>
		<p><b>Back tilt button</b> Adjust the backrest forward or backward</p>
		<p><b>Auto Modes</b> Switch 12 different auto modes</p>
		<p><b>Zero Gravity</b> Switch to Zero Gravity mode, there are 3 levels.</p>
		<p><b>USB charging port</b> Charge electronic devices</p>

## 4.2.3 App

### 4.2.3.1 App Setup

① Download the application

✓ For iOS users: Open the app store and search for the app and click "Get".

(2) Register and Login



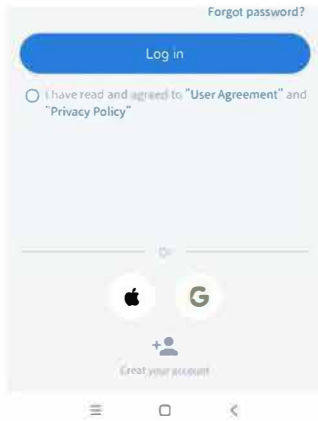
App Store

✓ Android users: go to Google App Store and search the app and click "Install".

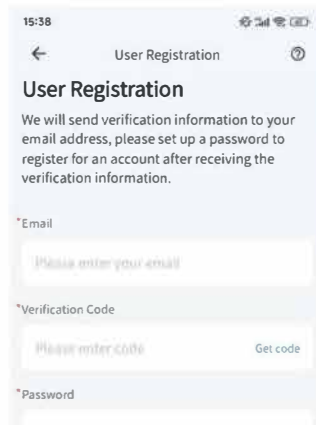


Play Store

## ② Register and log in to the APP



Enter the APP and select three login methods. APP ID, Google Account sign up for a new account.

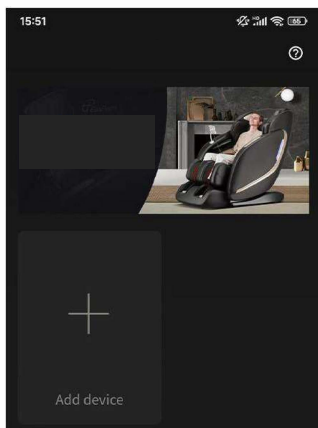


If you don't have an account yet, click on 'Create your account' and fill in the information to register.



Fill in your basic personal information to get a more humane and thoughtful after-sales service.

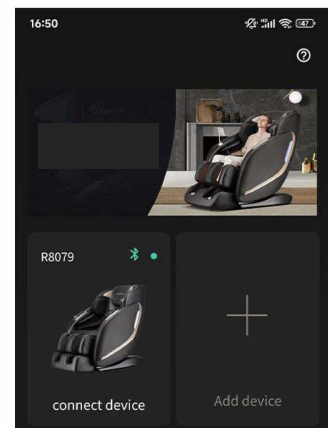
## ③ Connection of APP



Click "Add device" on the main interface of the APP.



Use the bottom Bluetooth connection.



Find the Bluetooth and connect.

### PLEASE NOTE:

- If you can't find the device you want to connect, go to Phone Settings. Then, go to APP Management. Find the app and go to Device License. Turn on 'Bluetooth Connection' or 'Allow nearby devices to connect'.

#### ④ Bluetooth Check

✓ ios check: Tap on "Settings" to find the app to check your Bluetooth license.



Settings

✓ Android check: Tap on "Set" Transition to find manage APP Transition to Find the app and find app License Transition to determine whether nearby devices are allowed to connect to Bluetooth.

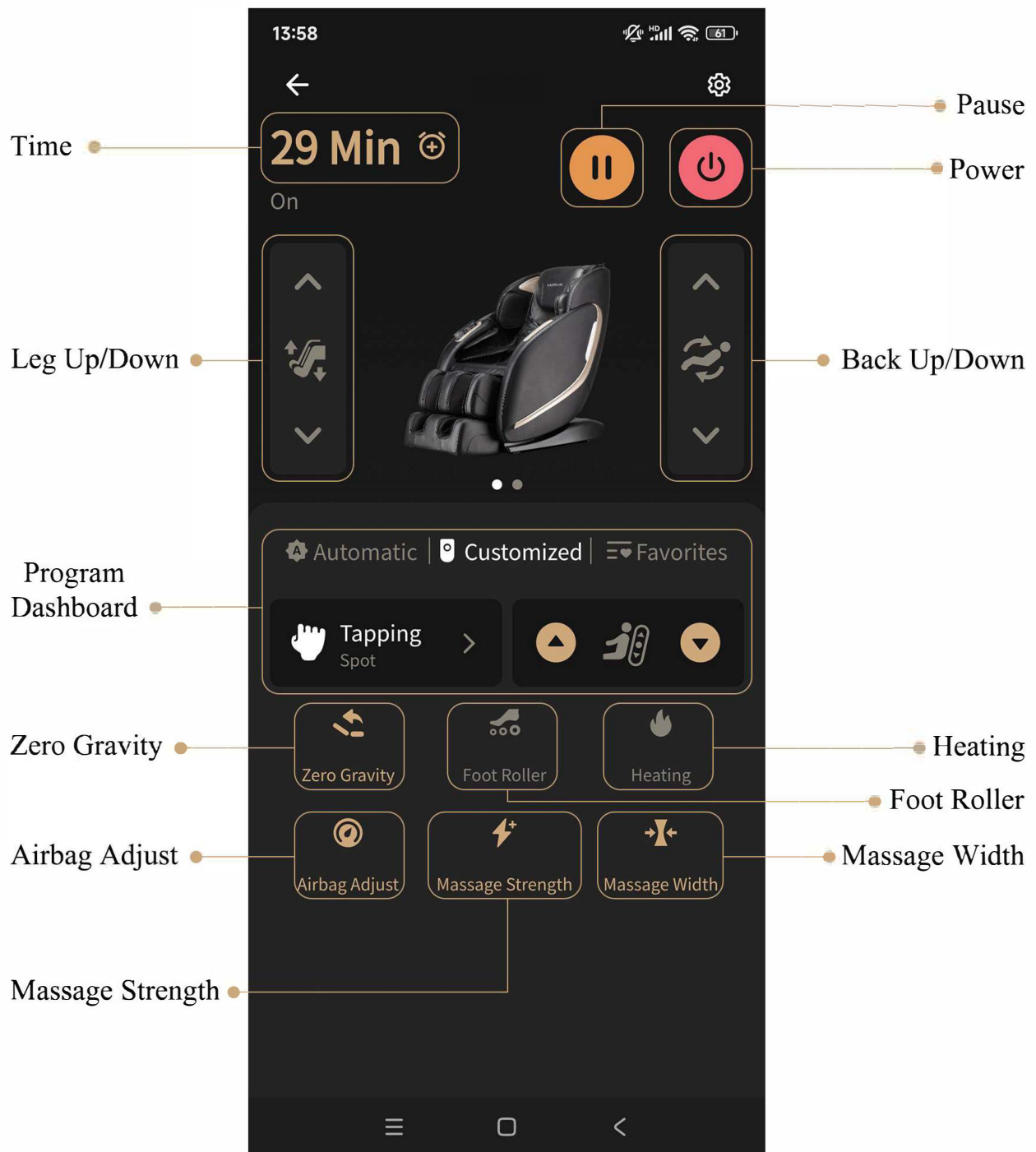


Settings

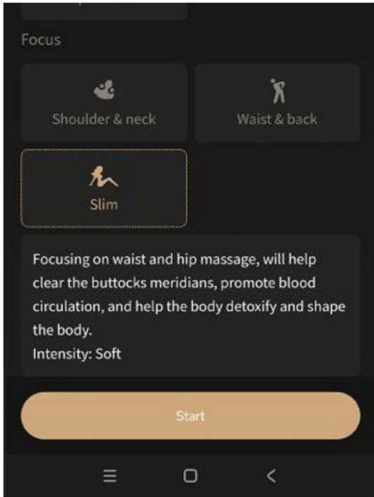
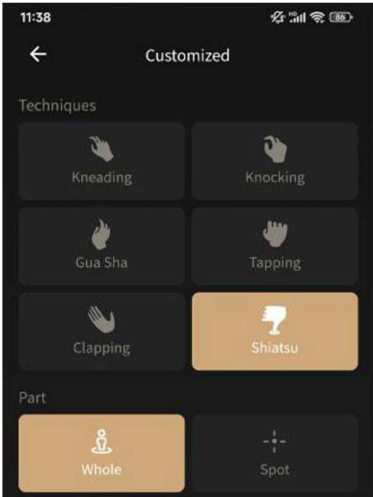
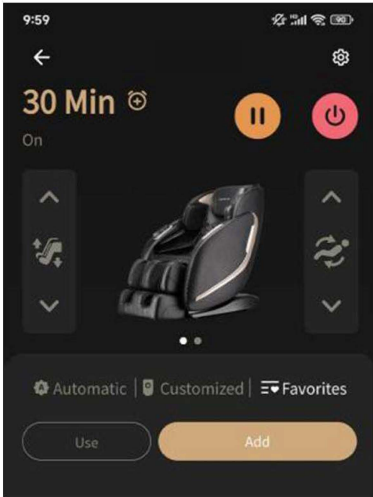
### 4.2.3.2 Using the APP

#### ① Introduction of the APP home button

Has a more professional, more accurate and intuitive operation panel, unlock the collection function, collection your favorite custom massage program combination for next use.

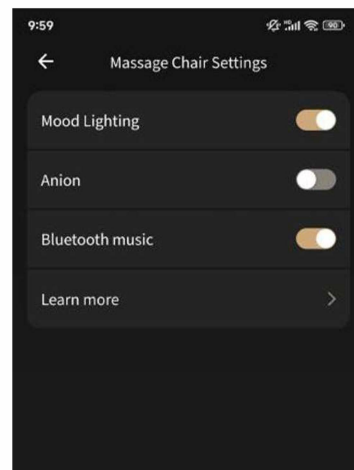
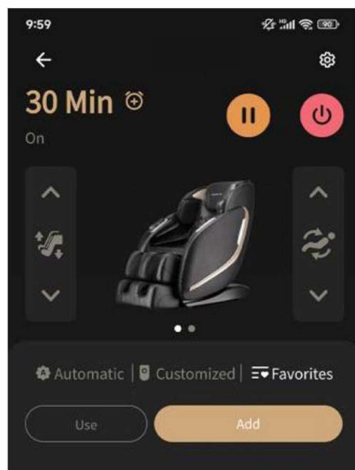


## ② Automatic, manual program and Favorites

Automatic mode	Manual mode	Favorites function
<ul style="list-style-type: none"> <li>➤ Select "Automatic"</li> <li>-Use Auto Massage.</li> <li>➤ Click "Start" after selecting Automatic mode.</li> <li>➤ Set other features.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Select "Customized"</li> <li>- "Use Custom Massage".</li> <li>➤ Select the massage site after selecting the massage technique.</li> <li>➤ Set up other features.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Select "Favorites" and bookmark the personalized mode.</li> <li>➤ Add Favorite mode feature Click "Confirm" to save it for next time.</li> </ul>
		

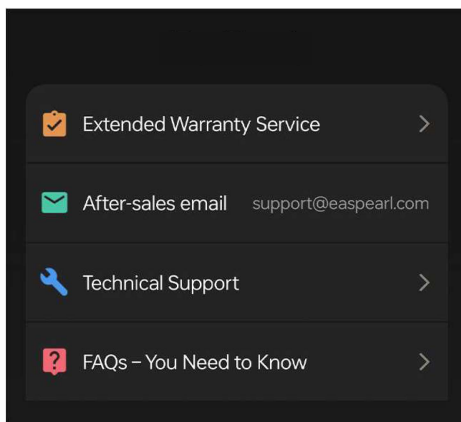
## ③ Settings

Click “⚙️” on the top right corner of the page to set the ambient light, negative ion, Bluetooth function, etc.



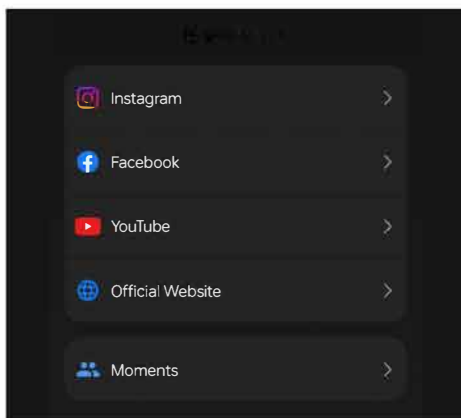
### 4.2.3.3 App Navigation Tips

#### ① Support



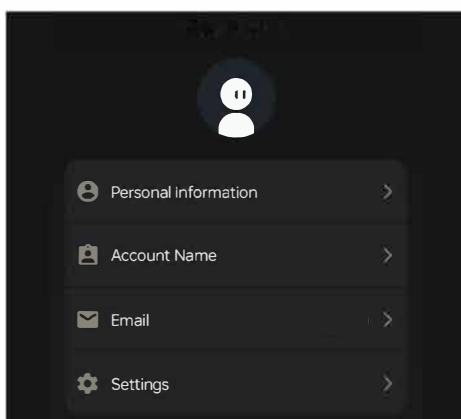
- Click on "Extended Warranty Service" to select the extended warranty service.
- Click on "Technical Support" to report any problems you encounter so that we can provide you with technical support.
- Click on "FAQs - You Need to Know" to view the Frequently Asked Questions.

#### ② Social



- Follow us at iBooMas for the latest news and promotions.
- Share a video of every Moment and feeling you have with your massage chair at MOMENT for a chance to win a \$50 to \$200 bonus.

#### ③ Account



- Change your personal information and personal account Settings.

## **5. Maintenance & Care**

### **5.1 Cleaning Instructions**

Regular cleaning helps maintain the massage chair's condition and prevents dust and dirt buildup.

**Step 1:** Dampen a soft cotton cloth with a mild detergent, wring it out, and use it to wipe the pillow, backrest, armrests, leg supports, and any plastic parts of the chair.

**Step 2:** Use a damp cloth (without detergent) to wipe the pillow and backrest again.

**Step 3:** Use a soft, dry cloth to wipe the armrests, leg supports, and any plastic parts of the chair.

**Step 4:** Wipe the controller and power box with a soft, dry cloth.

**Step 5:** To clean the foot/leg unit cover, remove it from the chair, hand wash with a mild detergent, and allow it to air dry.

### **5.2 Cleaning Precautions**

- (1) Power off and unplug the device before cleaning.
- (2) Do not use acidic, alkaline, or corrosive chemicals (e.g., benzene, alcohol) for cleaning.
- (3) When cleaning the back cover, prevent liquids from entering the power terminal box.

### **5.3 Maintenance Guidelines**

- (1) Regularly inspect the power cord and components to ensure safe operation.
- (2) Promptly replace any worn or damaged parts identified during inspection.
- (3) Unplug the power cord and cover with a dust-proof cloth during prolonged non-use.
- (4) Avoid placing heavy or sharp objects on the massage chair when not in use to prevent structural deformation or scratches on the leather surface.
- (5) Minimize relocation – Due to the chair's complex internal structure, weight, and size, frequent movement may cause dents or scratches. Secure it in a fixed position for long-term stability.

## 6. Frequently Asked Questions (FAQ)

Issue Type	Specific Issue	Solution
User Experience	<p><b>1. Is it normal to feel pain in a specific area after using the massage chair?</b></p>	<p>Recommendation: Limit each session to <math>\leq 30</math> minutes.            First, check for any underlying conditions in the painful area. If none, adjust the massage chair's mode and intensity.            Next, verify the intensity setting (see automatic mode instructions on Page 13), and adjust if necessary.            Cover the massage area with a blanket to reduce intensity if needed.</p>
	<p><b>2. Auto Body Scan inaccuracies</b></p>	<p>1. Posture Adjustment. Sit deeply into the chair, rest your head on the headrest, relax, and start the massage chair.            2. Manual Calibration. Upon hearing two audible beeps (scan completion signal), press and hold UP/DOWN buttons to fine-tune roller positioning.            3. Headrest Removal. Bring the massage rollers closer to the body.</p>
	<p><b>3. What is the normal noise level during operation?</b></p>	<p>Noise level: <math>\leq 60</math> dB when measured at 50 cm with all functions fully operational per testing standards.</p>
	<p><b>4. Discomfort in the leg extension</b></p>	<p>No need to press down forcefully. Relax your feet and allow the natural pressure from your leg length to extend downward.</p>
	<p><b>5. Roller massage discomfort in head</b></p>	<p>Upon completion of the auto body scan, press and hold the DOWN button to lower the massage rollers below the head area.</p>

<b>Function Operations</b>	<b>1.What is the APP?</b>	Download the app from the Google Play Store or Apple App Store.
	<b>2.How to connect the APP?</b>	Turn on your phone's Bluetooth, scan for and pair with the Bluetooth device ending with "LE".
	<b>3.App Connection Issues</b>	Go to Settings→ App→ Toggle Location Access to On.
	<b>4.Incorrect Password</b>	Check the password for correct case. If you can't log in, use Guest Mode. Contact us for the guide.
	<b>5.How to connect Bluetooth speakers?</b>	Scan for and connect to the Bluetooth device
	<b>6.Bluetooth Connection Issues</b>	Step 1: Ensure the Bluetooth module cable is properly connected. If damaged, replace the cable. Step 2: Use a multimeter to check for 5V DC at the Bluetooth module connector. If voltage is present, replace the module; if not, replace the motherboard.
	<b>7.Heating issue</b>	After operating the massage chair for 5 minutes, manually check the temperature of the heating zone (expected range: 100–114°F). If no temperature increase is detected, contact customer support immediately.

<b>Massage Mechanism</b>	<p><b>1.The Mechanism remains stationary at the neck position, but the massage rollers are still operational.</b></p> <p><b>2.The Mechanism fails to descend and remains at the top position; massage rollers are inoperative.</b></p>	<p>Step 1: Check the DC 5V operating voltage on the red and black wires of the Hall limit switch board connector.</p> <p>Step 2: Check the DC 24V supply voltage to the travel motor.</p> <p>Step 3: Check the upper limit magnet</p>	<p>Please contact customer service, provide a detailed description of the massage chair's current condition, and send a video showing the issue along with a photo of the barcode on the bottom of the backrest.</p>
	<p><b>3.The Mechanism is jammed at the hip area and fails to perform vertical movement.</b></p>	<p>Step 1: Check the DC 5V operating voltage on the red and black wires of the Hall limit switch board connector.</p> <p>Step 2: Check the DC 24V supply voltage to the travel motor.</p> <p>Step 3: Check the lower limit magnet.</p>	
	<p><b>4.The Mechanism continues operating after the massage</b></p>	<p>Power off the chair, then restart it. If the issue persists, replace the main control board.</p>	
	<p><b>5.Unusual noise during roller operation? / Unusual noise with one-side roller not working?</b></p>	<p>Unzip the seat cushion and remove the lining. Check for loose or deformed massage rollers and arm screws. Replace the massage head and arm if needed.</p>	

<b>Backrest</b>	<b>1. Backrest Adjustment Failure &amp; Zero-Gravity cannot be adjusted</b> <b>2. Zero-Gravity Position Reset Failure (Other Functions Normal)</b>	Check for 24V DC at the actuator's matching connector port on the mainboard. If voltage is present, replace the actuator. If no voltage is detected, replace the main control board.
	<b>3. Unusual noise from the backrest</b>	Open the back cover of the massage chair, then turn it on and run the chair. Listen carefully to identify the source of the noise. If the noise comes from the motor unit during movement, apply wheel lubricant to both sides of the rail to resolve the issue.

<b>Actuator</b>	<b>Massage chair fails to respond or operate when powered on</b>	Step 1: Check the power rocker switch	Connect the power cord and turn on the main power switch located at the lower rear of the massage chair. If the red indicator does not illuminate, the rocker switch is faulty and requires replacement.
		Step 2: Inspect the switching power supply	Use a multimeter to measure the input terminals for 220V AC and 24V DC. If no voltage is detected, the SMPS is faulty and need to be replaced.
		Step 3: Inspect the main control board	Use a multimeter to test for voltage. If no voltage is detected and the manual controls fail to respond, the main control board is faulty and must be replaced.

<b>Airbags</b>	<b>1. Calf airbags fail to inflate</b>	Step 1: Check the solenoid valve DC power supply (24V). If abnormal, replace the solenoid valve or air tubing.
		Step 2: Inspect the airbag for any damage and replace it if necessary.
		Step 3: Use a multimeter to measure the solenoid valve socket on the mainboard for DC 24V voltage. If there is no voltage, replace the mainboard.
	<b>2. Uneven compression force in left and right arm airbags</b>	Unzip the airbag cover and inspect the air tubing for kinks or flattening. Adjust or replace the air tubing if necessary.

<b>Footrest</b>	<b>1. Foot rollers fail to operate</b>	Step 1: Inspect the leg connection cable	Re-seat the footrest connection plug. If the issue persists, use a multimeter to check for a 24V DC voltage at the connector. If no voltage is present, replace the connection cable.
		Step 2: Inspect the foot roller mechanism	Use a multimeter to measure the 24V DC voltage at the foot roller mechanism connector. If voltage is present, replace the foot roller mechanism.
		Step 3: Inspect the main control board	Use a multimeter to measure the 24V DC voltage at the footrest socket. If no voltage is detected, replace the mainboard.

Footrest	<b>2. The footrest cannot return to the original position</b>	Step 1: Inspect the leg connection cable	Re-seat the footrest connection plug. If the issue persists, use a multimeter to check for a 24V DC voltage at the connector. If no voltage is present, replace the connection cable.
		Step 2: Inspect the leg actuator	Check for 24V voltage at the actuator connection port on the mainboard. If voltage is present, replace the actuator.
		Step 3: Inspect the main control board	Use a multimeter to measure the 24V DC voltage at the footrest socket. If no voltage is detected, replace the mainboard.

<b>Footrest</b>	<b>3. Unusual noise during footrest operation</b>	Step 1: Inspect the leg extension mechanism	If sticking or grinding occurs internally, lubricate the track with silicone grease to eliminate noise. For severe mechanical resistance, replace the footrest.
		Step 2: Check the leg airbags	Misaligned airbags may cause noise due to compression during inflation. Adjust the airbag positioning to ensure proper alignment.
	<b>4. Unusual noise during foot rollers operation</b>	Power on the massage chair and press down on the foot rollers. If grinding or squeaking is heard, replace the foot roller.	

	<p><b>1. Remote control screen does not illuminate after powering on</b></p>	<p>Step 1: Ensure the remote control cable plug is securely inserted into the socket.  Step 2: Check for any damage or breaks in the extension cable. If damaged, replace the remote control.  Step 3: Operate the massage chair using the shortcut buttons. If the chair functions properly, replace the remote control.  Step 4: Use a multimeter to measure 5V DC across the red and black wires at the remote control socket. If no voltage is detected, replace the mainboard. If voltage is present, the issue lies with the remote control or cable. Refer to Steps 1-3 for further troubleshooting.</p>
<p><b>Remote control</b></p>	<p><b>2. Remote control displays "Checking" continuously</b></p>	<p>Step 1: Check the shoulder position detection infrared signal board: Inspect for any abnormalities. If faulty, replace the signal board.  Step 2: Check the mechanism board: Look for poor connections, damaged sockets, or a faulty circuit board. Replace the mechanism board if necessary.  Step 3: Check the mechanism cable and connector: Inspect for poor contact or damage. Reconnect or replace the mechanism cable if damaged.  Step 4: Check the mainboard mechanism cable socket: Inspect for damage or abnormalities. If faulty, replace the mainboard.</p>

<p><b>Electrical control box</b></p>	<p><b>No power and burnt odor detected in the electrical control box.</b></p>	<p>Step 1: Inspect for any blown fuses and replace.</p> <p>Step 2: Use a multimeter to check the rocker switch and power cable:  Burned-out switch or cable: Replace the rocker switch and power cable.  Damaged socket/plug: Replace the corresponding connectors (socket or plug).</p> <p>Step 3: Measure voltage on the main control board with a multimeter. No voltage or visible charred/burnt traces: Replace the main control board.</p> <p>Step 4: Inspect expansion/module boards for burns, short circuits, or open circuits. Replace any damaged module board or wiring harness.</p> <p>Step 5: Check other components (e.g., air pump, air valve): If the air pump or air valve is burnt, replace them.</p>
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<b>Whole machine</b>	<b>1. The massage chair continues to operate after shutdown</b>	Step 1: Inspect Remote Control	Disconnect the remote control connector plug. Operate the chair using the manual control panel. If the chair stops working, replace the remote control.
		Step 2: Inspect Mainboard	Operate the chair using the manual control panel. If the chair remains operational, replace the mainboard.
	<b>2. Automatic shutdown occurs</b>	Disconnect the remote control connector plug. Operate the chair using the manual control panel. If automatic shutdown stops, replace the remote control. If automatic shutdown persists, replace the manual control panel.	

<b>Whole machine</b>	<b>3. Foot/shoulder airbags or rollers are not working. Possible malfunction?</b>	Step 1: Verify Selected Massage Mode	Confirm which functions are inactive in the current mode. If the issue is caused by incorrect mode selection, test other massage modes.
		Step 2: Inspect Travel Motor	If the travel motor is inactive: Measure its supply voltage (DC24V). If voltage is present: Replace the travel motor.
		Step 3: Inspect the mechanism	If the travel motor isn't working and there is no voltage (DC24V), check the wiring connectors and the mechanism's sealing plate. If there is an issue, replace the mechanism board.
		Step 4: Inspect Mainboard	If the travel motor socket shows no DC24V output voltage, replace the mainboard.

	<p><b>4.Unusual noise in Sleep mode?</b>  <b>5.Unusual noise during lift and lower operation?</b></p>	<p>Step 1: Inspect the Actuator  Step 2: Inspect the Metal Frame</p>	<p>Please contact customer service, provide a detailed description of the massage chair's current condition, and send a video showing the issue along with a photo of the barcode on the bottom of the backrest.</p>
<p><b>Whole machine</b></p>	<p><b>6. Troubleshooting steps for housing abnormal noise</b></p>	<p>Inspection Checklist:  1.Armrests  2.Backrest Cover  3.Rear Housing  4.Footrest Cover  5.Protective Guard</p>	<p>Start the massage chair and locate the source of any unusual noise from the external parts. Re-secure the parts to eliminate the noise. If any fixation points are damaged or if parts are loose, replace the affected components.</p>

Whole machine	7. The lift button is not responding, and the massage chair emits a beeping sound when the control buttons are pressed	Step 1: Inspect Actuator	Measure voltage at the actuator connector socket (DC24V). If voltage is present: Reconnect the connector. If the actuator still fails to operate, replace it.
		Step 2: Inspect Mainboard	Measure voltage at the actuator socket (DC24V). If no voltage is detected: Replace the mainboard.

## 7. After-Sales Service

### 7.1 Warranty Policy

- **Warranty Period:**

Year 1: Free parts and labor.

Years 2-3: Free parts only. Customer bears shipping costs.

Year 4 onward: Customer bears all parts and shipping costs.

- **Warranty Coverage:**

Covers non-user-induced damage to core components:

Main control board, Drive mechanism, Rollers, Airbags, Seat cushions.

- **Warranty Conditions:**

Valid only with Order ID provided.

Excludes damage caused by misuse, accidents, or unauthorized modifications.

Note: Retain your Order ID for all service requests.

### 7.2 Repair Services

- **On-Site Repair:** Currently unavailable.

- **Service Scope:** Motor failure, Roller jamming, Airbag leaks, Remote control malfunctions, Seat cushion issues.

- **Self-Repair Support:** Replacement guides (PDF/video) are available for customer self-repair.

### 7.3 Replacement Parts

Genuine Parts: Available to ensure compatibility and manufacturer-grade quality.

### 7.4 Technical Support

- **Email Support:** For after-sales technical assistance, contact us.

- **Online Support:** Reach our **WhatsApp** or request troubleshooting video guides.

- **Additional Channels:**

**App:** Submit issues via **the app** (available for iOS/Android).

### 7.5 Returns & Exchanges

- **30-Day Hassle-Free Returns:** 30-day no-questions-asked return and exchange service.

- **Conditions:**

(1) Item must be in original condition with undamaged packaging and all accessories.

(2) Provided with Order ID.

## 8. Share & Earn Rewards

### 8.1 Buyer Show Collection

Chance to win a bonus of \$50 to \$200!!!

Dear Valued Customer, thank you for choosing our massage chair to start your journey of comfort and relaxation. We sincerely invite you to share your experience. Whether you're unwinding after a long day or recharging during a busy afternoon, snap a photo or video of:

- Your relaxed moments in the chair,
- The chair's elegant details,
- Joyful sessions with family or friends.

### 8.2 How to Participate

- **Create a Video:** Film a video (45+ seconds) featuring unboxing, your experience, or a product introduction.
- **Share on Social Media:** Upload it to your YouTube, Facebook, Instagram, or TikTok. And add the product purchase link in your post.
- **Contact us:** Email the video link to us with your Order ID as the subject.

➤ **Send us your video:** Email the video link to [my@massage.com](mailto:my@massage.com) with your Order ID as the subject.

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