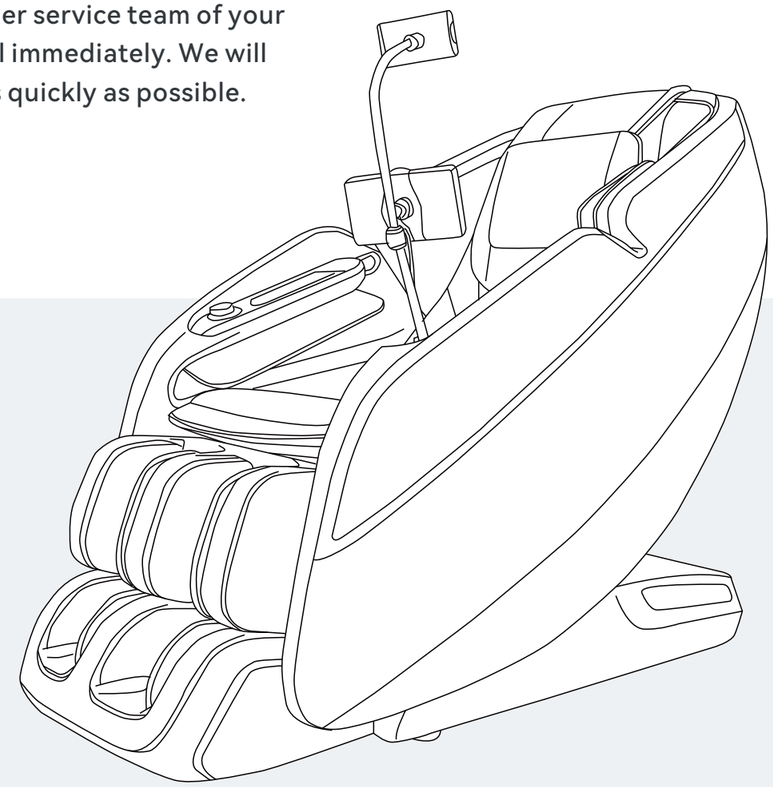
Massage Chair

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

- **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.

SKU:
C002709050
C002709060

V1.0

EN

Massage Chair

Thank you for purchasing this product. Before use, please read this operating manual carefully so that you can understand how to use the product correctly. When reading this manual, pay special attention to the important safety warnings. Keep this operating manual in a safe place for future reference.

Note: The company reserves the right to modify and interpret the product design without prior notice. The appearance of the actual product shall prevail.

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SPECIFICATIONS

Model: S33

Rated Voltage: 110V~

Rated Frequency: 60 Hz

Rated Power: 150 W

Gross Weight/Net Weight: 223.1 lb/170.85 lb

Safety Class: Class I

Note: The company reserves the right to improve the product and instructions without prior notice. The appearance of the actual product shall prevail!

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SAFETY AND MAINTENANCE PRECAUTIONS

Important Safety Warnings

- Keep children away from the moving range of this appliance.
- Use a properly grounded power supply that matches this appliance to reduce the risk of electric shock.
- Unplug the appliance after use and before cleaning to prevent equipment damage or personal injury.
- Use this appliance only as instructed in this manual.
- Do not use accessories or attachments that are not recommended.
- Do not use outdoors.
- Read this operating manual carefully before use.
- Do not use this appliance for any purpose not described in this manual.
- The recommended operating time is 30 minutes.
- Do not use the appliance if its housing or upholstery is damaged.
- Do not operate the appliance while any ventilation opening is covered.
- Do not allow any object to fall into the appliance.
- Do not use the appliance while under the influence of alcohol or when feeling unwell.
- Do not use the appliance within one hour after a meal.
- Do not apply excessive force while using the appliance, as this may cause injury.

People Who Should Not Use This Appliance

- People with severe osteoporosis.
- People who use electronic medical devices, such as a pacemaker.
- People with a high fever.
- Pregnant or menstruating women.
- People with physical injuries or skin conditions.
- Children under 14 years of age and people who are unconscious or mentally impaired must not use this product without supervision.
- People who have been advised by a physician to rest or who feel unwell.
- Do not use this appliance when your body is wet.

CAUTION!

- **Avoid massage after drinking alcohol or when feeling unwell.**
- **Do not massage the head, elbows, knees, neck, abdomen, or other areas directly against the massage rollers.**
- **Do not damage the power cord; otherwise, electric shock or mechanical failure may occur. Contact the service center for a detailed inspection.**

SAFETY AND MAINTENANCE PRECAUTIONS

EN

Operating Environment

- Do not use this appliance in a hot or humid environment, such as a bathroom.
- Place the appliance on a flat, level surface. Otherwise, it may tip over and cause an accident.
- Do not use this appliance in an environment with excessive dust or corrosive gases.
- Do not smoke while using this appliance, as this may damage the upholstery.

Safety Precautions

- Verify that the power supply voltage meets the specifications of this appliance.
- Do not unplug the power plug with wet hands.
- Do not allow water to enter the appliance, as this may cause electric shock or damage.
- Do not pull the power cord when plugging in or unplugging the appliance, and do not handle it roughly.
- Do not damage the cord or modify the electrical circuit of this appliance.
- Do not use a wet cloth to clean electrically live parts such as the power switch or plug.
- In the event of a power outage, leave the appliance to avoid injury if power is suddenly restored.
- If the appliance operates abnormally during use, stop using it immediately and contact your local service provider.
- If you experience any physical discomfort while using the appliance, stop using it immediately and consult a healthcare professional.
- This appliance is not intended for use by persons, including children, with physical, sensory, or neurological disabilities, or with insufficient experience and knowledge, unless they are supervised or instructed in its safe use by a person responsible for their safety.
- Children must be supervised to ensure that they do not play with the appliance.
- If the power cord is damaged, it must be replaced by the manufacturer, an authorized service department, or similarly qualified personnel to avoid a hazard.

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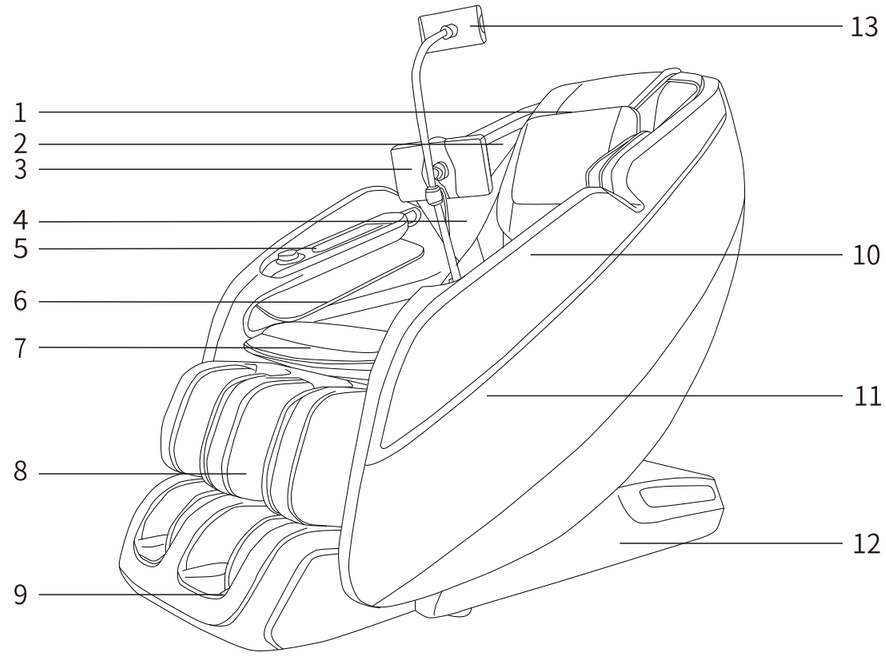
SAFETY AND MAINTENANCE PRECAUTIONS

Product Care and Maintenance

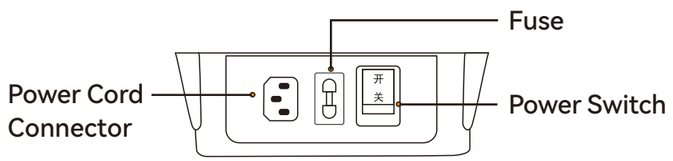
- Do not use thinner, benzene, alcohol, or household detergents, as they may damage the upholstery. Clean with a dry cloth or a professional leather cleaner.
- This appliance may only be serviced by a service center designated by the manufacturer. Users must not disassemble or repair it themselves.
- Remember to turn off the main power switch after use.
- Do not use the appliance if the power outlet is loose.
- If the appliance will not be used for an extended period, coil the power cord and store the appliance in a dry, dust-free environment.
- Do not store the appliance near high heat or an open flame, and do not expose it to direct sunlight for long periods.
- The mechanical components of this appliance are specially designed and manufactured and require no special maintenance.
- Do not pierce the appliance with sharp objects.
- Do not roll or drag the appliance over an uneven surface. Lift it before moving. Use the appliance intermittently; do not operate it continuously for an extended period.

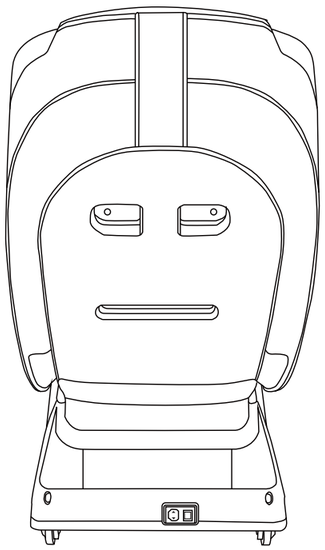
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NAMES OF MAIN COMPONENTS



1. Headrest Pad
2. Speaker
3. Remote Controller
4. Shoulder Airbags
5. Shortcut Buttons
6. Hand Airbags
7. Seat Cushion
8. Leg Unit
9. Foot Unit
10. Wireless Charger
11. Armrest
12. Base Plate
13. Phone Holder

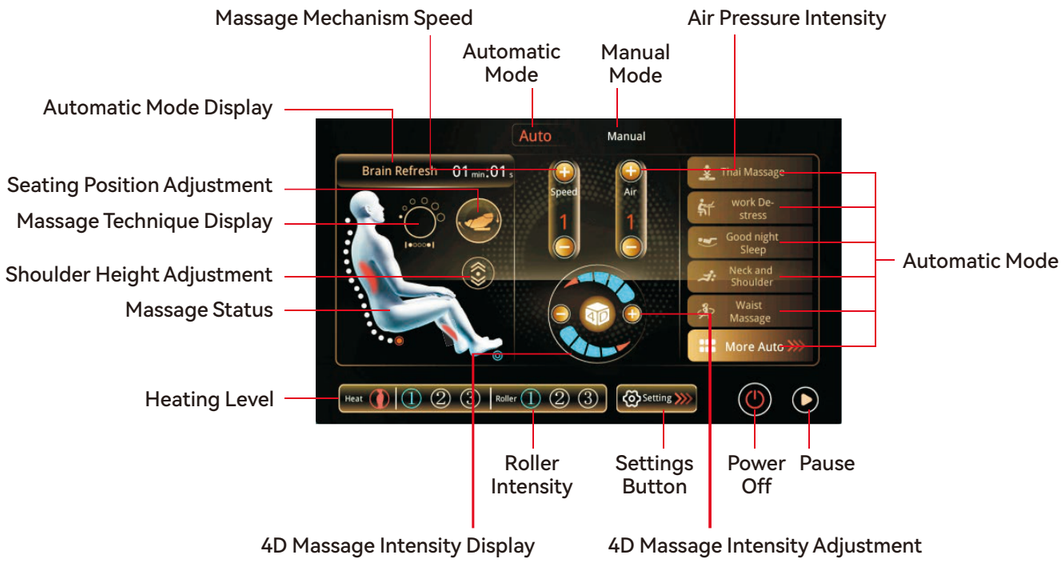




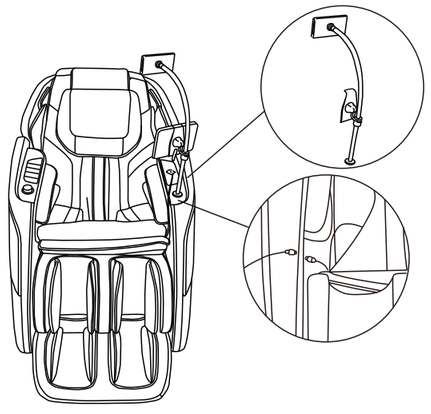
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CONTROLLER BUTTON LAYOUT



CONTROLLER INSTALLATION INSTRUCTIONS

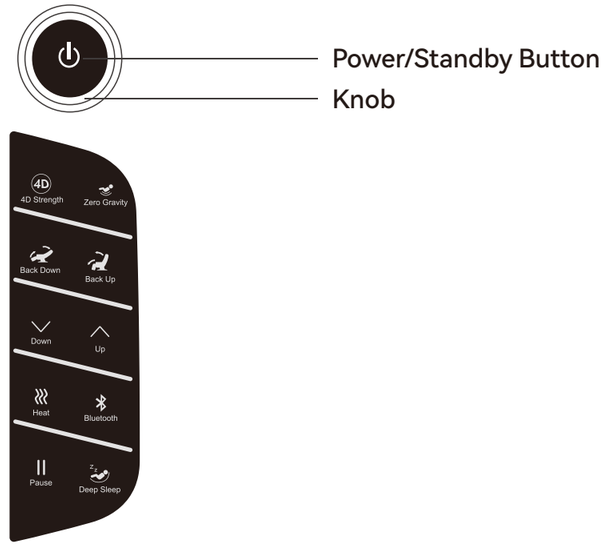


- Place the controller holder base over the screw on the right armrest, then tighten the bottom of the controller holder onto the screw.
- Lift the massage chair seat cushion and locate the controller connector on the right side. Connect the controller connector to the seat-cushion connector and tighten it securely.
- Place the controller in the controller holder to complete the installation.
- Do not spill water or any other liquid on the massage chair or controller.
- Do not operate with wet hands.
- Do not sit on, drop, or step on the controller, and do not pull the controller cable forcefully.
- Do not press the LCD screen or touch panel with sharp or hard objects. (Doing so may cause damage.)

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OPERATING INSTRUCTIONS

1. Shortcut Buttons



Power Button: Press and hold to turn the chair on or off. Press briefly to cycle through Muscle Relaxation, Acupoint Awakening, and Fatigue Relief programs.

Knob: Rotate to increase or decrease the volume.

4D Intensity: Press briefly. In manual massage mode, adjust the 4D intensity through levels 0/1/2/3/4/5/off. In an automatic program, adjust the 4D intensity through levels 1/2/3/4/5/off.

Zero Gravity: Press to cycle through Comfort Zero Gravity, Deep Zero Gravity, and Zero Gravity Off.

Backrest Down: Press briefly or press and hold to lower the backrest.

Backrest Up: Press briefly or press and hold to raise the backrest.

Massage Mechanism Down: Press briefly or press and hold to move the massage mechanism downward.

Heating: Press briefly to cycle through Heating Level 1, Heating Level 2, Heating Level 3, and Heating Off.

Bluetooth: Press briefly to turn Bluetooth on or off. Bluetooth connection: After turning on Bluetooth, search for the Bluetooth device named “S33,” then connect to it.

Pause: Press briefly to pause or resume the massage.

Sleep Mode: When Sleep Mode is on, the massage chair does not return to its original position after the massage and automatically shuts down after 2 minutes. (To reset the chair, turn it on and then turn it off.) When Sleep Mode is off, the massage chair automatically returns to its original position after the massage and shuts down after 2 minutes.

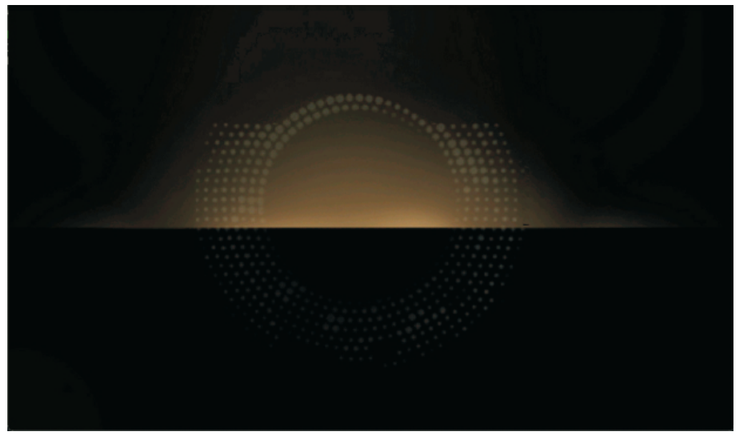
Note: After the user performs this operation, the chair will use the previous setting by default the next time it is turned on.

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OPERATING INSTRUCTIONS

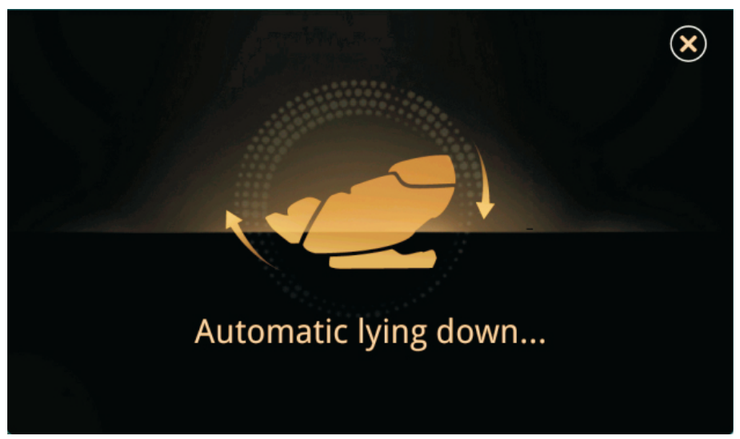
2. Startup Screen

Press the “ ⏻ ” button on the controller to turn on the chair and enter the startup screen. Select the appropriate icon to enter the corresponding operating mode.



3. Startup Process Screen

After startup, the massage chair enters the self-check screen.



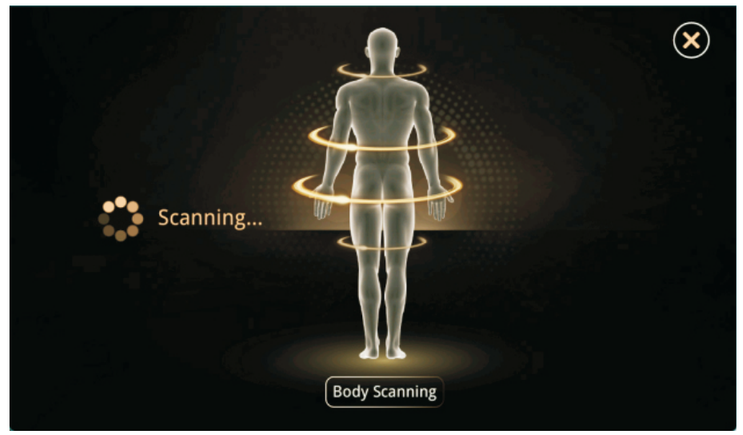
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OPERATING INSTRUCTIONS

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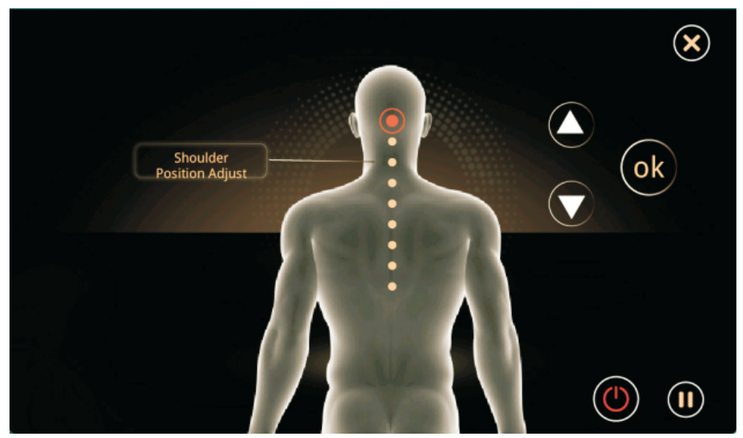
4. Intelligent Body Position Detection

After startup, the chair begins the intelligent body position detection process. Keep your body close to the backrest and rest your head naturally against it.
This function automatically adapts to the user's body size and adjusts the massage position for optimal comfort. Press “ ▶ ” to pause detection, press “ ⊗ ” to skip detection, or press “ ⏻ ” to turn off the chair directly.



5. Shoulder Position Detection

After body position detection is complete, shoulder position detection begins automatically. Press the “Up/Down” buttons to move the massage rollers. When the rollers reach the desired position, press “ OK ” to confirm. Press “ ▶ ” to pause detection, press “ ⊗ ” to skip detection, or press “ ⏻ ” to turn off the chair directly.



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OPERATING INSTRUCTIONS

6. Massage Techniques

In Manual Mode, select the “ Technique ” button. Six massage techniques and three massage widths (wide, medium, and narrow) are available. Massage mechanism speed, 4D intensity, air pressure intensity, and other functions below can be adjusted manually.



7. Massage Mechanism Position

In Manual Mode, select the “ Focus Zone ” button. Three options are available: fixed-point massage, partial-area massage, and full-body massage. Press “ ▲ ” and “ ▼ ” to adjust the massage rollers upward or downward.



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OPERATING INSTRUCTIONS

8. Airbag Massage

In Manual Mode, select the “Airbags Massage” button. Airbag areas such as the legs, hands, and shoulders can be selected.



9. Seating Position Adjustment

Select the Seating Position Adjustment button to open the adjustment screen. Three zero-gravity positions are available. The backrest and calf unit can also be raised or lowered as needed.

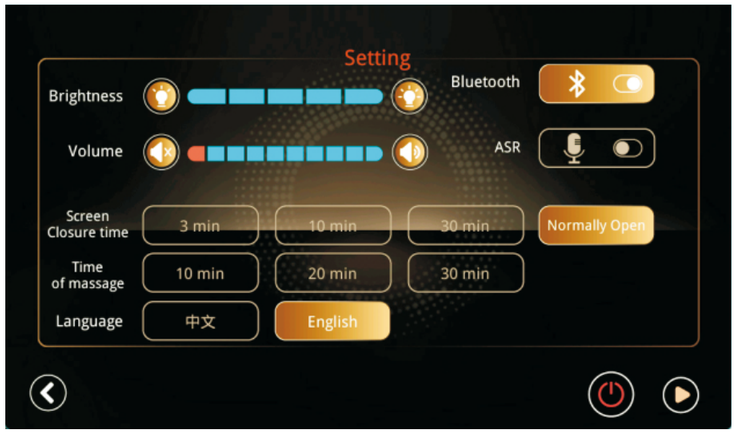


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OPERATING INSTRUCTIONS

10. Settings

On the Settings screen, you can adjust the brightness level, voice prompt volume, Bluetooth on/off setting, screen-off time, and massage duration.



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OPERATING INSTRUCTIONS

11. Voice Control Mode

Say “Hello, Hello”, The massage chair will respond, “Please say voice command.” Once activated, the massage chair can be controlled by voice.

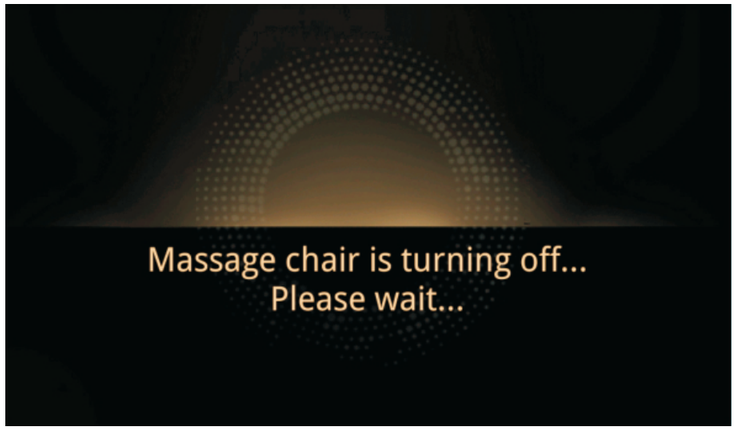
Order Entry	Answer
Hello，Hello	Please say voice command
Brain Refresh	Brain Refresh
Stretch Massage	Stretch Massage
Stress Relieving	Stress Relieving
Thai Massage	Thai Massage
Chinese Massage	Chinese Massage
Yoga Massage	Yoga Massage
Meridian Flow	Meridian Flow
Men's Massage	Men's Massage
Women's Massage	Women's Massage
Senior's Joy	Senior's Joy
Neck and Shoulder	Neck and Shoulder
Back and Spine	Back and Spine
Sitting Relief	Sitting Relief
A.M Energy	A.M Energy
work De-stress	work De-stress
Sport Recovery	Sport Recovery
Good night Sleep	Good night Sleep
Vitality Boost	Vitality Boost
Neck Massage	Neck Massage
Shoulder Massage	Shoulder Massage
Back Massage	Back Massage
Waist Massage	Waist Massage
Hip Massage	Hip Massage
Leg Massage	Leg Massage

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OPERATING INSTRUCTIONS

12. Power-Off Screen

Tap “ ⏻ ” to enter the power-off screen and return the massage chair to its original position.



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OPERATING INSTRUCTIONS

EN

Tablet Button Function Description

Power Button
Tap this button to turn on the chair. Tap it again to turn off the chair.

Tablet Automatic Program Descriptions

7-Day Relaxation Journey: Seven auto modes reasonably distributed throughout the week, including Brain Awakening, Shiatsu Mode, Stress Relief, Thai Stretch, Chinese Massage, Yoga Stretch, and Muscle Relaxation & Meridian Activation.

Family Care: Three auto modes simulating scenario needs based on gender and age, including Executive Wellness, Goddess Slimming, and Family Wellness.

Pain Point Relief: Three combination modes targeting different body needs, including Shoulder Improvement, Spine & Back Care, and Relief for Prolonged Sitting.

Scenario Massage: Five auto modes simulating different usage scenarios, including Morning Vitality, Work Stress Relief, Sports Recovery, Peaceful Sleep, and Vitality Recovery.

Targeted Areas: Six auto modes simulating different body parts, including Neck Focus, Shoulder Stress Relief, Back Soothing, Lumbar Care, Hip Stretching, and Leg & Foot Relaxation.

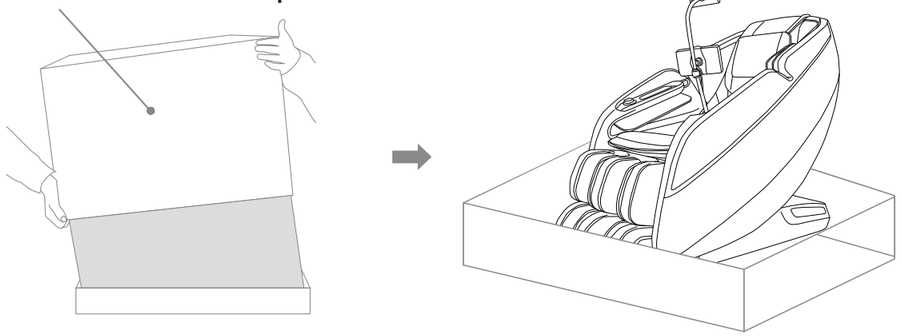
*** The massage program names used in this product are for identification purposes only and do not constitute any claim of therapeutic effectiveness.**

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MASSAGE CHAIR INSTALLATION

1. Lift off the top cover of the outer carton and remove the carton.
2. After removing the carton, remove the foam panels and all accessories from the box.
3. Remove the controller holder, install it on the left side of the massage chair, and tighten it securely.
4. Place the controller in the controller holder.

Lift the outer carton upward.



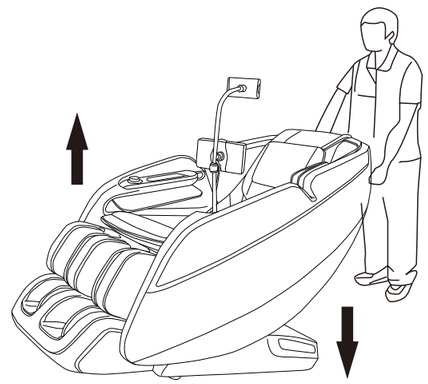
MOVING THE MASSAGE CHAIR

Moving the Massage Chair

As shown in the illustration, tilt the chair backward approximately 45°. Using the casters, carefully push the chair forward or backward until it reaches the desired location, then lower it gently.

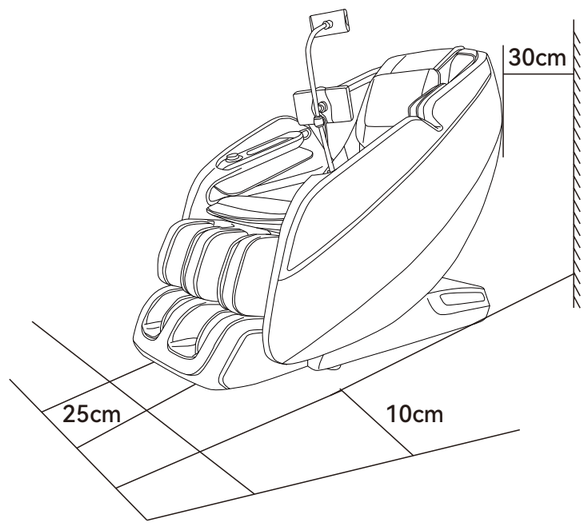
⚠ CAUTION!

- **Do not move the massage chair while someone is lying in it.**
- **Moving the massage chair may damage the floor. We recommend placing a mat or similar protective material underneath the product.**
- **To prevent the chair from falling, hold it securely while moving it.**



Positioning the Massage Chair

When positioning the massage chair, be sure to leave enough space around it so that the leg unit and backrest can rise and lower freely. Refer to the recommended clearance shown in the illustration on the right.



TROUBLESHOOTING

Q: I am concerned about the sound the massage chair makes while operating...

A: Sounds produced while the massage chair is operating are generally caused by the structure of the massage mechanism.

Q: What user height range is suitable for this product?

A: Suitability may vary depending on body type. Please use the following information as a general reference.

- Users shorter than 150cm or taller than 180cm may experience insufficient contact between the soles and the foot massage unit, or bent knees, when using upper-body massage and calf/foot massage at the same time.

Q: The acupressure on the soles feels too strong...

A: Set the air pressure to the lowest level. Reducing the calf and foot massage speed may also reduce the acupressure intensity on the soles.

Q: Is there anything that requires special attention when moving to a new home?

A: Please note the following:

- No one should sit in the chair while it is being transported.
- If the original carton is available, first make sure the power cord is not wrapped around the appliance. Coil the cord and place it on the seat. During transport, make sure the cord does not fall or rub against the floor.
- If the original carton is not available, wrap the product securely with other suitable packing materials to prevent scratches and vibration during transport.

TROUBLESHOOTING

EN

Q: Can people who frequently visit a hospital because of an illness use this product?

A: People who frequently visit a hospital should consult their physician before using this product.

Q: How much electricity does this product consume each month?

A: Based on 30 minutes of use per day, this product consumes approximately 2.5 kWh per month.

Q: During massage, the massage intensity feels different on the left and right sides. Is this a problem?

A: Due to the design of the massage mechanism, the left and right massage rollers may feel different during massage. To simulate a more natural massage technique, the mechanism is designed so that the left and right massage rollers can alternately tap the back. During massage, the exact contact positions of the left and right rollers may vary slightly, which can make the massage intensity feel different on each side. This does not indicate a malfunction.

Q: What age range is this massage chair suitable for?

A: This massage chair is suitable for users 18 to 75 years old. Minors and older adults must use it under the supervision of a guardian.

Q: The buttons do not respond during neck and shoulder detection.

A: During neck and shoulder detection, automatic programs, angle adjustment, and other functions are unavailable. Adjust these functions after detection is complete. For accurate detection, maintain the proper sitting position until the detection process is finished.

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TROUBLESHOOTING

If the appliance still operates abnormally after the following checks, stop using it immediately to prevent an accident. Unplug the power plug from the outlet and contact the dealer where the product was purchased or a nearby customer service center.

Symptom	Possible Cause	Troubleshooting Method
The massage mechanism stops operating	When the massage program ends, the massage mechanism stops immediately to prevent any adverse effects on the user	No action is required
Sounds occur during operation	1. Kneading sounds produced by the massage mechanism 2. Friction sounds between the massage rollers and the upholstery 3. Operating sounds from the mechanism and air-pressure changes as the airbags inflate and deflate 4. Sounds produced when the backrest and leg-massage unit move up or down	These are normal operating sounds produced by the internal components. No action is required
The chair cannot be turned on or the controller does not respond	The power plug is not fully inserted or is loose	Insert the power plug securely
	The power switch on the base is not turned on	Move the power switch to the “O” position
	The massage chair fuse is damaged	Contact a service technician to replace it with a fuse of the same type
The massage head stops operating	Excessive pressure has been applied to the massage head, causing it to stop	Reduce the pressure on the massage head or restart the chair
The backrest or leg-massage unit cannot be raised or lowered during operation	Excessive pressure has been applied to the backrest or calf section	Reduce the pressure applied to the backrest and leg-massage unit
The power cord or power plug becomes abnormally hot	This is an abnormal condition. Turn off the power and unplug the chair immediately	Stop using the chair immediately and contact after-sales service for repair

Do not disassemble or repair the product without authorization. The company assumes no responsibility for product damage or personal injury resulting from unauthorized disassembly or repair. Thank you for your cooperation.

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!