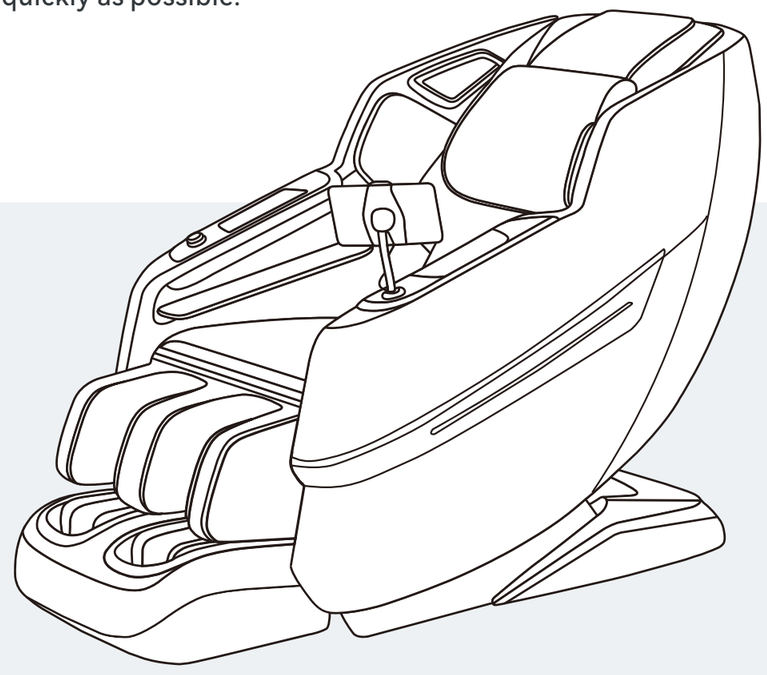
Massage Chair

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.



SKU:
C002709030
C002709040

V1.0

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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.

Massage Chair

Thank you for purchasing this product. Before using it, please read this instruction manual carefully to ensure you understand how to use this product correctly.
When referring to this manual, please pay special attention to important safety warnings and keep it safe for future reference.

Note: Our company reserves the right to make design changes and interpretations of the product without prior notice.
The actual product appearance shall prevail.

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SAFETY PRECAUTIONS

Safety Precautions

- Read all warnings carefully before using.
- Precautions and warnings listed below will help to ensure proper operation of this appliance.
- The classes of accidents caused by incorrect use are classified into WARNING and CAUTION.
- Read all WARNINGS and CAUTIONS below and follow all instructions within this manual.

⚠ WARNING	Improper operation may cause injury to users.		
⚠ CAUTION	Improper operation may cause injury to users or damage toproduct.		
⊘	Prohibited	NO disassemble	

Not suitable for below persons

We recommend that those with any of the following conditions should consult your physician before using.

⚠ WARNING	◆ Those with pacemaker or electronic devices implanted in the body. ◆ Those undergoing treatment, especially those who are not feeling well. ◆ Those with malignant tumors,malignant abscesses, hypertension or heart disease(need to be supervised). ◆ Women who are pregnant or menstruating. ◆ Those with osteoporosis,distorted joints,dysfunction or recent fracture. ◆ Those with serious or injured skin conditions. ◆ Those with bad fever. ◆ This product is equipped with heat function, persons with reduced sensory of heat should pay attention to it.(Need to be supervised) ◆ Close supervision is necessary when this product is used by, on, or near children, invalids, or disabled persons. ◆ This Massager is equipped with heat function, persons with reduced sensory of heat should pay attention to it.

Control Panel Precautions

⚠ CAUTION	◆ Don't operate the controller with wet hands or pull the controller wire by force. ◆ Don't spill water or other liquid into the controller to avoid fault. ◆ Don't lay heavy items on the controller.

Cautions Regarding the Power Connectors and Power Cord

⚠ CAUTION	◆ Verify that the power voltage stated on the rating label corresponds to your localelectricity supply. ◆ Do not use a wet hand to unplug the power cord to avoid electric shock. ◆ Do not drag the cord, reach to the front plastic end to unplug it. ◆ Do not squeeze the AC cord by the appliance or other heavy objects. ◆ Do not damage,over bend,pull hard or twist the power cord. ◆ If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

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SAFETY PRECAUTIONS

Best Circumstances

⚠ CAUTION	◆ Do not use this appliance where temperature is over 40 C. ◆ Do not use this appliance in moist or dusty environment. ◆ Unplug from outlet during thunder or lightning storms. ◆ Do not use outdoors. ◆ Please place the product on the flat level floor. ◆ Do not store near heat or open flame.

Best Practices for Safe Use

⚠ CAUTION	◆ Only for users weighs below 120kg. ◆ Do not use other therapeutic device together with this product. ◆ Use this product only for its intended use as described in this manual. ◆ Appliance should only be used by one person,do not use by two or more persons at the same time to avoid damage to the products. ◆ Do not use the product right after meal, it may cause discomfort. ◆ Remove the accessories from the arms and empty the pockets while using themassage services. ◆ Check the upholstery under the cushions and other spots, if any damages are present, do not use it and refer to a qualified service professional for servicing. ◆ If you feel any abnormal discomfort during the operation of this product, stopuse immediately. ◆ Use the appliance for 20 minutes each time is highly recommended. ◆ Make sure there is no obstacles behind the chair and there is enough clearance before adjusting the backrest or footrest angle. ◆ Make sure no other excessive load pressed on the backrest or footrest,keep children,pets or any other barrier away from the unit reclining backrest/ extending footrest to prevent any accidental injury. ◆ Do not sit on the appliance to avoid injury to the user or damage to the appliance. ◆ Do not drag or push the chair or roll on its casters on wood floor or carpet to avoid damage.
⊘ PROHIBITED	◆ Never operate this product if it has damaged / exposed parts or power leakage. ◆ Do not stand on or stack heavy objects on the footrest. ◆ Children should be supervised to ensure that they do not play with the massage chair. ◆ Do not fall into sleep while the product is operating. ◆ Avoid using the product under the influence of alcohol. ◆ Do not put hands or foreign objects in the openings of the appliance to avoid injury to the user or damage to the appliance. ◆ If there is any smoke or unusual smell during operation,stop using immediately.
NO DISASSEMBLE	◆ Do not disassemble this product to avoid failure. ◆ Do not attempt to repair or dismantle the appliance without permission. Please contact authorized dealer or service agent.
UNPLUG POWER CORD	◆ Pull out the power cord from the power strips before maintenance. ◆ Never plug in or pull out power cord with wet hand to avoid shock or injury. ◆ Pull out the power cord from the power strips after use. ◆ Unplug from outlet when the power supply is cut.

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SAFETY PRECAUTIONS

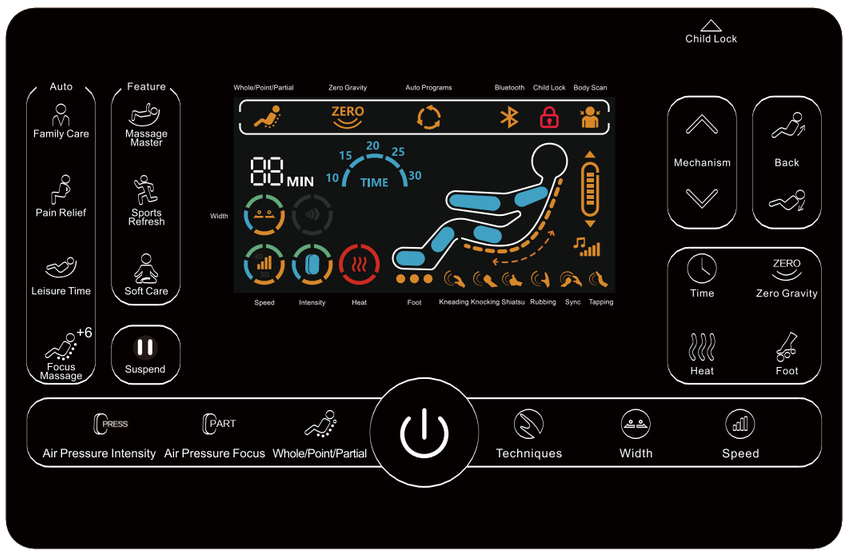
Best Practices for Safe Use

CAUTION

- ◆ Do not cover the product with blankets to avoid accidents due to overheat.
- ◆ The plug should match with the socket outlet. Do NOT use a power strip toavoid electric shock, short circuit or fire.
- ◆ Do NOT use this product in areas of high concentrations of volatile compoundsto avoid fire or damage to the product.
- ◆ Do not use solvents rubbing alcohol to clean your product; Do not spray insecticides into the product.
- ◆ Paralyzed people cannot use this product to avoid physical discomfort or injury.
- ◆ Do NOT coil the power cable to avoid damaging,fire or short-circuit.
- ◆ Users can't be naked while using the massage chair.
- ◆ Do NOT sit on the footrest or armrest to avoid accident.
- ◆ Do NOT use this product near heat,open flame or on heating floor.
- ◆ No smoking in the massage chair to avoid fire.
- ◆ Do NOT use the massage chair when you are wet to avoid electric shock.
- ◆ It is not recommended to use the unit for more than 5 minutes for particular part of the body.
- ◆ Continue to massage on the same part of body at 30 minutes intervals.
- ◆ Never operate this product if water or any foreign object enter into the product, or there is damage to the product.
- ◆ Check the power switch before use to avoid accident.

NAME AND FUNCTION OF EACH COMPONENT

Controller Screen



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NAME AND FUNCTION OF EACH COMPONENT

Family Care - Queen Slimming
A personal massage program to dote on ladies.It provides the custom Tailored masseuse like relaxation in the comfort of your home.
Family Care - Man's Massage
A customized massage designed for the gentlemen.It uses featured massage techniques for the male users to relax and refresh the body and mind.
Family Care - Senior's Joy
A special massage program designed for the seniors.It uses super soft and slow massage techniques to help clear the meridians.

Pain Relief - Neck & Shoulder
It uses kneading,shiatsu,lift and pull massage techniques to ease the pain and stiffness in the neck and shoulders.
Pain Relief - Waist & Hip
This program largets the rollers al the deep Tissue of waist and hips to soothe still muscles and melt away tension.
Pain Relief - Back & Spine
It uses a combination of deep Tissue massage Techniques and focuses on muscles along the spine.upper and lower back and lumbar.

Leisure Time - Game Mode
It is suitable for enjoying a massage in the leisure lime to relieve tension.
Leisure Time - Coffee Mode
It is suitable for enjoying a massage when gathering with friends, taking coffee or having a chat.
Leisure Time - Nap Mode
It is suilable for mid day break to help soothe tension, improve digestion and refresh the body.

With moderate intensity, this program can effectively promote the recovery of body fatigue. Its exclusivemassage techniques can help alleviate various discomfort such as sedentary neck ,shoulder, waist and back pain.

This program helps relax the whole body. It can effectively relieve muscle pain, neck, shoulder, back, waist,leg and other post-workout discomfort, stretch muscles and bones, relieve tired body and relax tight muscles.

Combined with rhythmic swing, this massage program helps to promote blood circulation and relax bodyand mind, effectively alleviate various discomfort caused by lack of sleep, such as body discomfort, lethargy,slow response. headache and poor memory. It can calm the mood and melt away tension.

Focus Massage
Press this button to toggle among Neck Massage, Shoulder Massage, Back Massage, Waist Massage, Hip Massage and Leg Massage, indicator of the chosen part lights up and blinks (A13-A18).
Neck Massage: Neck Massage helps alleviate neck pains. The unique neck massage techniques can effectively alleviate the fatigue and stiffness of the user.
Shoulder Massage: Shoulder Massage is designed for shoulder relief, it uses unique shoulder massage technique to relieve fatigue and relieve shoulder pain.
Back Massage: Following the curve of the human body, this massage program helps relieve back muscle fatigue.
Waist Massage: Waist Massage can improve lumbar stiffness, alleviate lumbar fat accumulation and enhance lumbar flexibility.
Hip Massage: Sedentary lifestyle will cause poor blood circulation in the hip. Hip Massage can help improve blood circulation, shape and tone hip muscles.
Leg Massage: Improving blood supply, recovery; Encourage lymphatic drainage and reduce pain.

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NAME AND FUNCTION OF EACH COMPONENT

Air Pressure Intensity
Press this button to adjust air pressure levels, you may toggle among level 1,2,3,4,5air pressure intensity settings, the indicator lights up/down accordingly.

Air Pressure Focus
Press this button to choose air pressure focus, you may toggle among upper body airpressure, lower body air pressure, whole body air pressure, air pressure off, theindicator lights up/down accordingly.

Whole/Point/Partial
Under manual massage mode, press this button to toggle among whole/point/partialmassage mode. Full body massage: Massage mechanism travels up and down alongthe full back, hips and thighs, the indicator blinks accordingly. Point massage: Youmay move the mechanism up/down by pressing the mechanism up/down adjustmentbutton, the indicator blinks accordingly. Partial massage: You may move themechanism up/down by pressing the mechanism up/down adjustment button, theindicator blinks accordingly.

Massage Techniques
Under manual mode, press this button to toggle among six different massage techniques, the indicator lights up accordingly.

Massage Width
Under manual mode, press this button to toggle among wide, narrow, medium massage width, the indicator lights up accordingly. Width is not adjustable in kneading, rubbing or knead&knock massage mode.

Massage Speed
Under manual mode, press this button to toggle among level 1,2,3,4,5 speed settings, the indicator lights up accordingly.

Time
Press this button to toggle among 10 minutes, 15 minutes, 20 minutes, 25 minutes,30 minutes massage timers. Long press to turn off the Bluetooth.

Zero Gravity
Press this button to toggle among Zero Gravity position 1, Zero Gravity position 2,Zero Gravity position off.

Heat
Press this button to start heating therapy, the indicator lights up/down accordingly.There has three gears to adjust heating therapy, level 1, 2,3 and press again to turn off heating.

Foot
Press this button to toggle among level 1,2,3,off foot massage settings.

Mechanism Up/Down
Press and hold mechanism up/down button to move the mechanism to desired positions, the indicator lights up/down accordingly. Press and hold mechanism up/down button to adjust the rollers to the desired position while in Auto program- body scan procedure.

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NAME AND FUNCTION OF EACH COMPONENT

Back Up
Press and hold to raise the backrest; release the button to stop.

Back Down
Press and hold to recline the backrest; release the button to stop.

Child Lock
Press this button to start/stop child lock function, the indicator lights up/down accordingly.

- Do not spill water or other liquids on the massage chair or shortcut buttons.
- Do not operate with wet hands.
- Do not sit on the shortcut button.
- Do not press the buttons or knobs with sharp or hard objects.

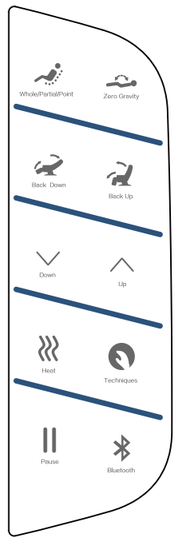
NAME AND FUNCTION OF EACH COMPONENT

Shortcut Buttons Instructions
Notice: Please refer to the actual product.

KNOB CONTROL



POWVER/STANDBY BUTTON



Power: press and hold this button for 3 seconds to power on, then press and hold for 3 seconds againto power off, after powering on,briefly press this button to switch between 6 automatic modes.

Knob Control: rotate this switch to raise/ recline the backrest.

Whole/Partial/Point: after entering manual mode, press this button to enter the following sequence:Full massage- Targeted massage - Localized massage.

Zero Gravity: press this button to turn on zero gravity. press it again to turn off zero gravity.

Back Down: press and hold this button, and the backrest will automatically lower. Release the button, and the backrest will stop lowering.

Back Up: press and hold this button, and the backrest will automatically rise.
Release the button, and the backrest will stop rising.

Down: press and hold this button, the mechanism will automatically move down. Release the button to stop the mechanism from moving down.

Up: press and hold this button to make the mechanism rise automatically:release the button to stop the mechanism from rising.

Heat: press this button to activate heat therapy at level 1 - 2 - 3 deactivate heat therapy.

Techniques:switch between 6 massage techniques : Kneading, Knocking ,Shiatsu, Rubbing, Sync ,Tapping.

Pause: tap this button to pause the massage, and tap it again to resume the massage.

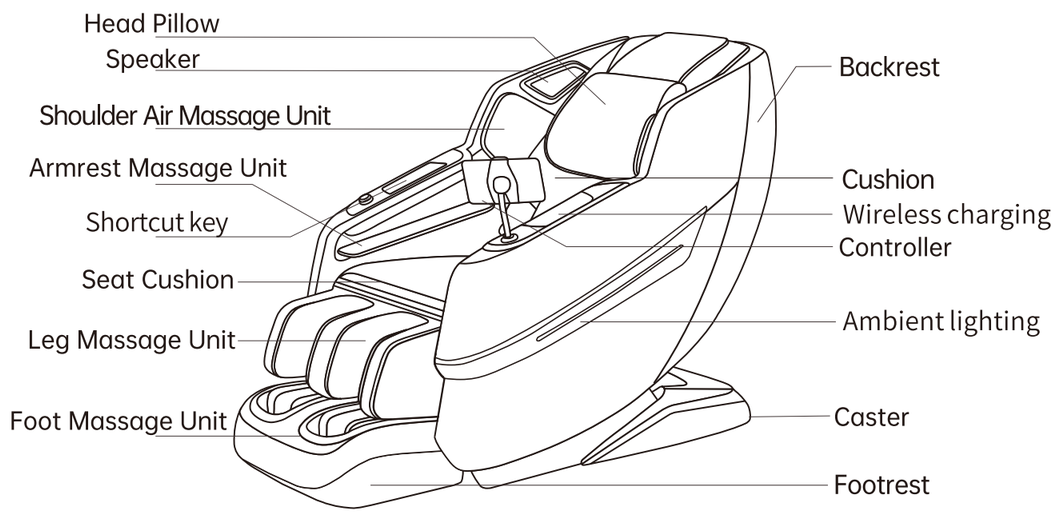
Bluetooth: when powered on, Bluetooth is enabled by default. Turn on your phone's Bluetooth, findthe corresponding Bluetooth name "S32" .and connect to start playing music.

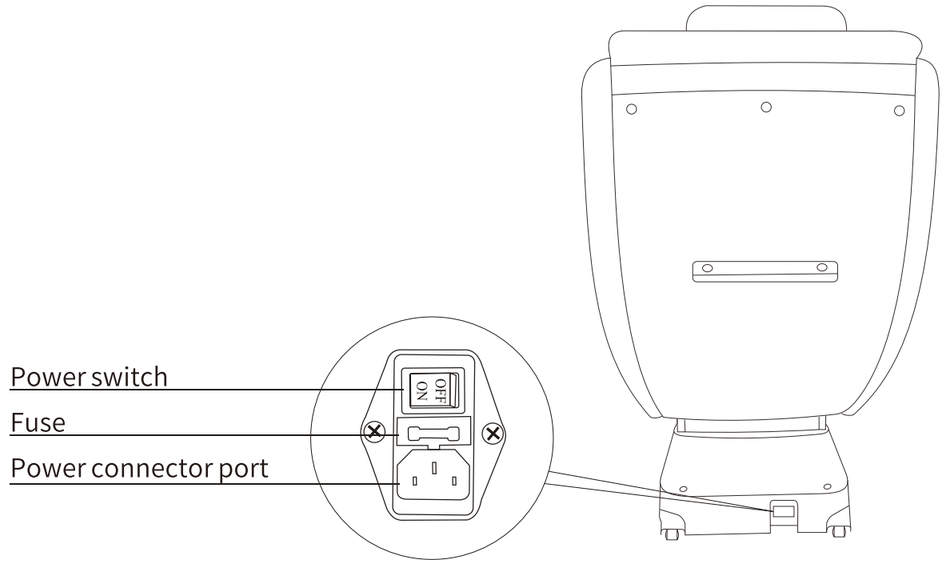
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NAME AND FUNCTION OF EACH COMPONENT

External Structure



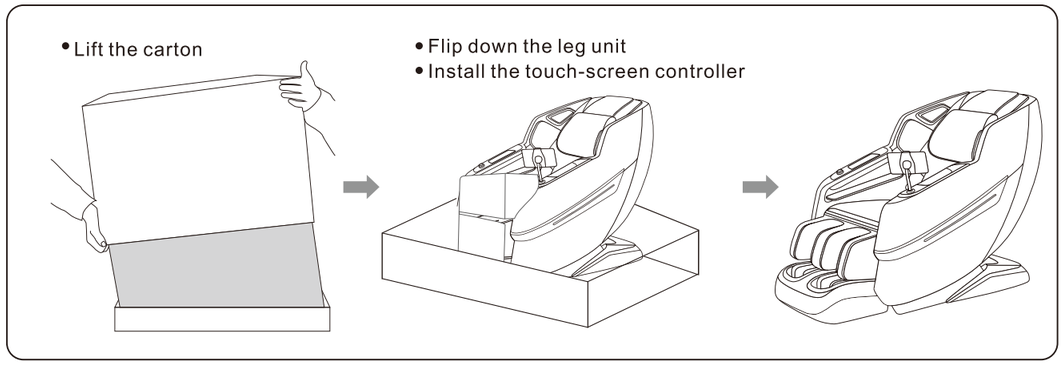


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PRELIMINARY CHECKS

Unpacking Massage Chair Cartons

- Unpack the carton and take all massage chair units out of the carton.



- Remove the seat belt, then lift the cardboard box vertically, flip the foot assembly downwards, and fasten the fixed zipper of the seat cushion.
- Take out the user manual,power cable,touch screen controller and controller stand.
- Remove the rubber tip,insert the lower end of controller stand into the socket andturn clockwise to secure the stand into place, connect the controller connectors.
- Plug the power cord into the chair and connect to the power outlet,turn on the main power switch, you are set to go.(check below fig.)

CAUTION

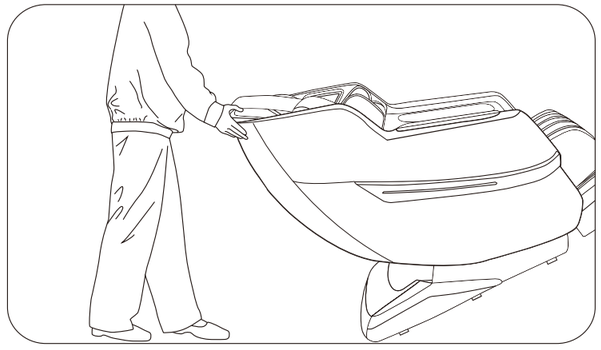
- Do not disassemble this product yourself to avoid product failure.
- Make sure no water or other liquid enters into the controller to avoid fault.
- Do not pinch or squeeze the controller or power cord.

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PRELIMINARY CHECKS

Moving the Massage Chair

- Roll the chair on its casters to the desired location.
- Incline the backrest to upright position.
- Turn off the power switch and unplug the appliance from the electrical outlet.
- Using two people,push down on the backrest and lift up on the front side bygrabbing the moving Holder located to the front bottom of the armrest),rollthe chair on its casters to the desired location(check the sketch for reference).



CAUTION

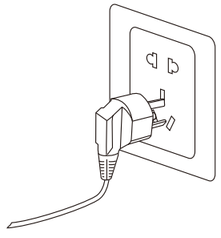
- Do not move the chair when there is user inside.
- To carry this product, do not lift by the footrest or armrest,hold the chassis and steady the backrest(have 4 or more people to carry the product).

  The massage chair is heavy, be careful when moving it.

  Please contact the dealer if you need help of moving the massage chair.

Connecting to Power

- Connect this appliance to a 3-wire properly grounded outlet.
- Turn on the power switch located at the back of power box.



CAUTION

- Please verify that there is no damage to the supply cord before switching on the massage chair.
- Please verify that the main power switch is turned off before connecting topower.

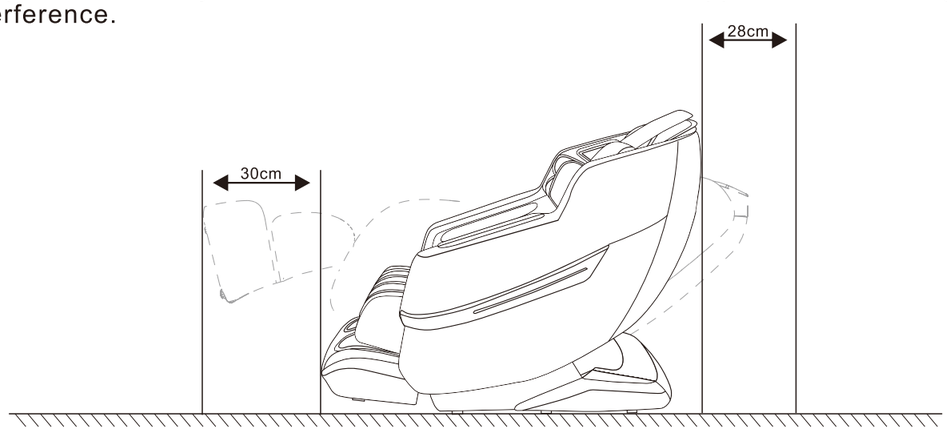
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PRELIMINARY CHECKS

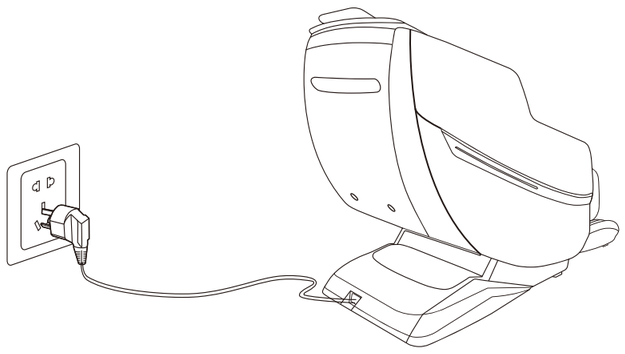
Position & Placement for Installation

Clearance space for the massage chair:

- Ensure there is an adequate clearance for the installation:It needs 28cm clearancefor the reclining of the backrest;It needs 30cm clearance space for the extensionof footrest and sliding forward of the chair.
- Keep it 1 meter away from the TV,radio or other audio/video appliance to avoid signal interference.



- Keep the distance between the power socket and power switch within 1.5 meter.



CAUTION

- Keep the distance between the power socket and power switch within 1.5 meter to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.
- When the massage chair sliding forwards or back ,please check to make sure there are no children,pets or other obstacles around to avoid accident.

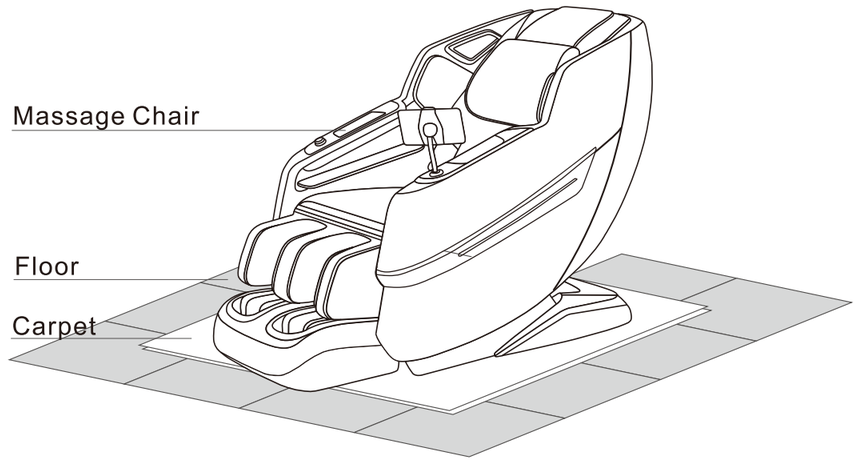
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PRELIMINARY CHECKS

Floor Protection

- Before use,we recommend placing a piece of carpet or soft mat underneath itto avoid damaging the floor.



Surrounding Environment

Do not use the massage chair in high moisture environment such as near swimming pool or bathroom to prevent electric shock accident.

Please keep the massage chair away from heated surfaces to prevent fire hazard or damage to the product.

Grounding

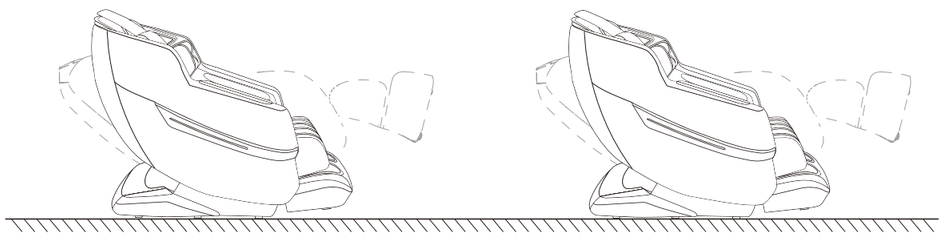
This product must be grounded, the plug must be plugged into an appro-priate 3-wire grounded outlet that is properly installed and grounded inaccordance with all local codes and ordinances to reduce risk of electr-ical shock.

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PRELIMINARY CHECKS

Machine Debugging

- Use the controller to recline the backrest to its lowest position,raise and extend the footrest to its top position, make sure there is enough clearance before commissioning.
- Return the backrest and footrest back to its default position after commissioning and turn off the power switch.
- To choose the massage program, please check the Instructions of Controller and Instructions of Display Screen for reference.



Before Sitting in the Chair

- Ensure the footrest is well assembled before sitting on the massage chair.
- Ensure the massage chair is returned to its original position before sitting on it.
- If there is any part not in default position,please turn off the massage chair to allow it to restore.

CAUTION

- Do not take seat while the legrest is lifted.
- Do not put excessive load on the legrest to avoid damage.

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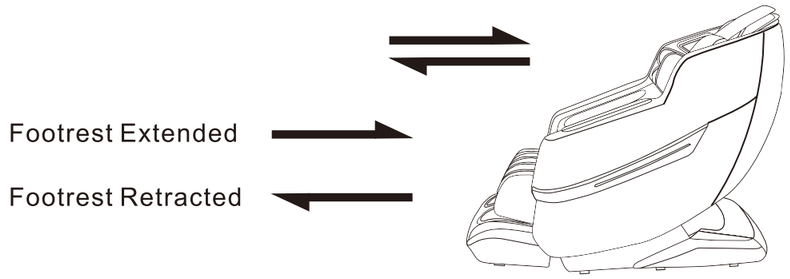
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PRELIMINARY CHECKS

Feet Extension

- Step your feet on the footrest to extend the footrest to the length you desire for better massage experience.



- You may retract the footrest to the length you desire for better massage experience.

WARNING

- Do not play on the massage chair or operate it improperly.
- Ensure there is no obstruction when raising or reclining the backrest and footrest.
- Do not put foot,fingers or any other objects in the openings of the chair when it is in the reclining,raising or restoring motion.
- Ensure that massage chair is restored back to its original position before getting off the massage chair.

Audio Function

- To play sound, turn on Bluetooth on your Android/Apple iOS device and place the massage chair in discovery mode to pair(Name: S32).

After Use

- Always unplug the massage chair from the electrical outlet immediately after use.
- Turn off the power switch and unplug the massage chair from the electrical outlet while not in use to avoid children power on the massage chair accidentally.
- When not in use for a long period of time,we recommend that the chair be covered,the power cord be coiled and that the unit be placed in an environment free of dust and moisture.

PRODUCT STORAGE AND MAINTENANCE

Care Instructions

- To treat stains on back panel,armrest,footrest,plastic parts or air hose,spot clean with mild detergent foam,then wipe it with a dry cleaning cloth.
- To treat stains on controller,power box,spot clean with a dry cleaning cloth.
- To treat stains on back cushion or pillows,use a water-based upholstery cleaner only, wipe it with moist cloth,then air dry.
- To clean the foot/calf unit covers,remove it from the chair,hand wash with a mild detergent,then line dry.

WARNING

- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Pull out the power cord from the power strips before care and maintenance.
- To avoid electrical shock or injury,do not touch the power cord with wet hands.
- Make sure no detergent enter into the power box while cleaning.
- Do not use benzene,thinner or other solvents on your product,it may cause fading or damage to the product.
- Do not iron the upholstery.

Storage Methods

- Cover the product with a dust-free cloth to prevent collection of dust if not in use of a long period of time.

CAUTION

- Do not leave this product exposed to direct sunlight for long periods of time. This may cause fading or damage.

Warm Tips

During daily use, please check for the following symptoms:

- Burnt smell.
- Power flickers on and off when touching the charging cable.
- The power cord is hot.
- Other abnormal symptoms.

CAUTION

- Please stop using the product to avoid breakdowns or accidents if any above symptom exists.
- Switch off the power button and disconnect the plug, contact the local distributors or supplierfor repair.
- All other servicing except above care and maintenance should be serviced by an authorizeddealer or service center.

WARNING

Pull out the power cord from the power strips before care and maintenance.
To avoid electrical shock or injury,do not touch the power cord with wet hands.
Do not try to dismantle or repair the product yourself,please send your massagechair to the authorized service center.

VOICE CONTROL

The voice wake-up function supports languages:English, wakes up the "voice module", The user says "Hello， Hello" into the microphone to wake up the massage chair.

Voice wake up command:

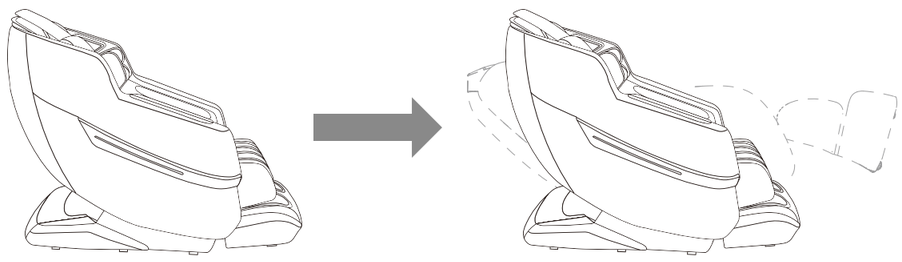
Order Entry	Answer
Hello,Hello	Please say voice command
Power off	OK,Power off
Massage Master	OK, Massage Master
Sports Refresh	OK, Sports Refresh
Soft Care	OK, Soft Care
Family Care	OK, Family Care
Pain Relief	OK, Pain Relief
Leisure Time	OK, Leisure Time
Focus Massage	OK, Focus Massage
Change a program	OK, Change a program
Foot massage on	OK, Foot massage on
Foot massage off	OK, Foot massage off
Zero Gravity 1st gear	OK, Zero Gravity 1st gear
Zero Gravity 2nd Gear	OK, Zero Gravity 2nd gear
Zero Gravity off	OK, Zero Gravity off

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FUNCTION FEATURES

1.Zero Gravity
It can slide and recline to save space and provide utmost relaxing position.



2.Extension Leg
The footrest can extend by 16cm for various users of different height ranges.

3.Air Pressure Massage
Full body air bags provide right and comforting air pressure massage for shoulders, arms, legs and feet.

4.Large Foot Massage Disc
Two bumpy discs provide hand simulation rolling and shiatsu massage for the foot reflex zone.

5.Manual Massage Programs
Mimic human hand Kneading, Knead&Knock, Rubbing, Knocking, Tapping, Shiatsu massage techniques for custom-tailored relaxation.

6.Simple and Easy-to-Use Controller
Simple and easy-to-use controller provide easy access to all functions.

7.Super Long SL-Style 6-Section Track
Intelligent body scanning proving accurate targeting massage for neck, shoulders, back, waist, hips and legs.

Email : **service@grandtunnel.com**

TROUBLESHOOTING

NO.	Problems/Issues	Possible Cause	Troubleshooting Method
1	Sounds like tapping or hum sounds	Sounds from air pump, motor or other mechanical parts	Normal situation
2	Suddenly stops working	1.Bad power connection 2.Auto program timers are up	1.Unplug and reinsert the power cord to the chair 2·Normal
3	Does not work after power on	1.Power switch is not turned on 2.Bad connection between plug and socket 3.Massage remote is not turned on 4.Have broken power wire plug 5.Broken fuse Control unit for functioning properly	1.Turn power switch on 2.Connect power cord again 3.Press power button on remote 4.Contact our customer service or professional technician 5.Replace fuse Contact our customer service or professional technician
4	Roller height changes	Rollers work alternately	Normal phenomenon
5	Abnormal sounds suddenly while working	Maybe caused by massage chair's over working	1.Cut down usage 2.Contact our customer service or professional technician
6	Not able to recline	Obstruction-be sure that the chair is allowed enough room to fully recline	Power off , and move obstruction
7	Not able to restore position after reclined	Problem on electric motion pole or plug under bad connection	Contact our customer service or professional technician

If problem remains, please contact the dealer for maintenance.
Important:Do not attempt to repair this product yourself,our company shall not be liable for the injury or damage caused by any servicing without authorization.
Thank you for your cooperation.

TECHNICAL SPECIFICATION

Model name: S32

Rated voltage: 110V~

Rated frequency: 60Hz

Rated power: 120W

GW/N.W:199.5LB/146.82LB

Safety design: Class I

Email : **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!