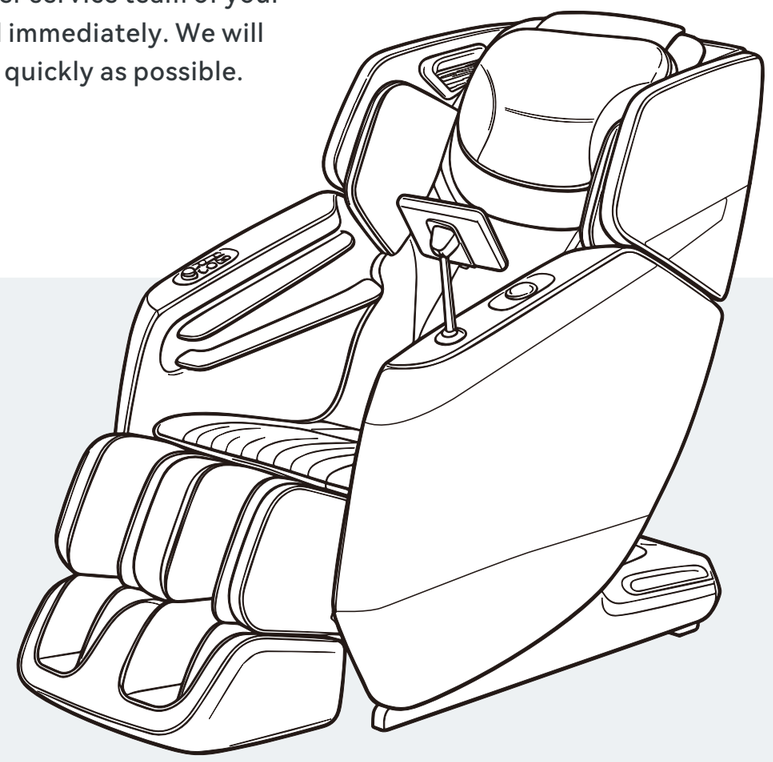
Massage Chair

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:
C002709011
C002709012
C002709021
C002709022

V1.0

EN

Massage Chair

TABLE OF CONTENTS

- Thanks for your purchasing. Before using, please read this USER MANUAL carefully, and pay special attention to the safety precaution to ensure proper operation and use.
- Please keep this USER MANUAL in a safe place for further reference.
- Arrive in 2 separate boxes and may not be part of the same shipment; Please install the product after receiving all the packages.

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- 1.2 WARNING ---- 02
- 1.3 FORBIDDEN ---- 02 - 03
- 1.4 REMOVE PLUG ---- 03

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1. SAFETY PRECAUTIONS

- Please read "SAFETY PRECAUTIONS" carefully to ensure proper operation before using.
- The following "SAFETY PRECAUTIONS" will help you to correct use of this massage chair correctly.
- To clearly indicate the degrees of danger and damage, the accidents caused by incorrect use are classified into "WARNING " and "FORBIDDEN". Instructions marked as follows should be strictly followed.

1.1 MEDICAL WARNINGS

NOT RECOMMENDED FOR THE FOLLOWING PEOPLE.

- Patients with serious hyperostosis
- Swollen lump and patient thrombosis
- Patients with serious heart conditions
- Pregnant Women
- People that consume large amounts of alcohol
- People with diabetes
- People suffering from high fever
- Patients with malignant tumors or malignant abscesses
- People with distorted joints
- People with serious skin conditions
- People with spinal injuries
- All people should consult a physician and exercise care when operating this system
- Minors under 16 years or people unable to control their behavior, such as mental patients, people with paralysis, etc.

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1.2 WARNINGS

- Use this appliance only for its intended use as described in this manual.
  Do not use attachments not recommended by the manufacturer.
- Never operate this chair if it has a damaged cord or plug.
- Keep the cord away from heated surfaces.
- Please empty pockets and remove all your arm Jewelery and watch before using this chair.
- Do not operate where aerosol (spray) products are being used.
- To disconnect, turn all controls to the off position, then remove plug from outlet.
- Connect this appliance to a properly grounded outlet only. See Grounding Instructions.
- Do not remove the back cushion to modify roller mechanism.
- Do not remove the bottom seat to modify actuators.
- Keep the cord out of a heavy traffic area.
- Please unplug the power cord from the electrical outlet Immediately after use.
- Only people less than 120kgs are acceptable.
- Do not operate any equipment with damaged parts.
- Any other use not recommended by the manufacturer may cause electrical shock or injury.
- Do not touch or re-wire the wires connected to the master-box.
- Do not attempt to repair or modify any electrical or mechanical functions on this unit, it will void the warranty.
- Do not put your hands or head under the chair
- When using the massage chair, ascertain that the footrest is in the lowest position.

1.3 FORBIDDEN

- Do not allow children to play near the chair, especially in case of using the chair.
- Do not leave mobility impaired or speech impaired people alone in chair.
- Do not place or stock this chair near damp places such as swimming pools or bathrooms
- Do not presses massage rollers by force.
- Do not stand on the chair or put heavy items on the chair.
- Do not use in an environment that is dusty, greasy, or lack of oxygen.

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- Do not place near steam oven, open fire, or heat.
- Wear suitable clothing, do not massage with bare skin .
- Do not place it directly in the sun.
- Do not use electric blanket while using the massage chair.
- Do not use it outdoors.
- Do not massage while smoking.
- Do not massage immediately after meals.
- Do not sit on the back cushions, armrest, or legs rest.
- Don't use it when your body is wet or moist as it can result in electrical shock.
- Do not massage with more than one person.
- Don't massage when using head ornamentation as it can result in injury.
- Do not stumble over electrical wires or connections.

⚠ 1.4 REMOVE PLUG

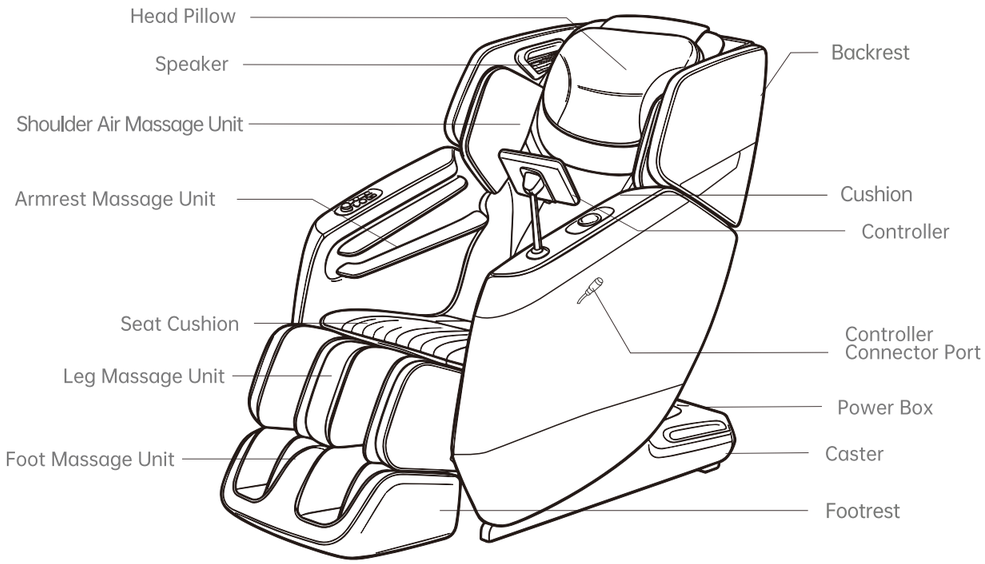
- Please pull out the power plug before maintenance. In addition, please do not insert or unplug the power plug with damp hands, to avoid electric shock.
- When the massage chair is not in use, please switch off power and remove the plug from the socke.
  When there was a sudden power outage please cut off power supply immediately and pull out the power plug.

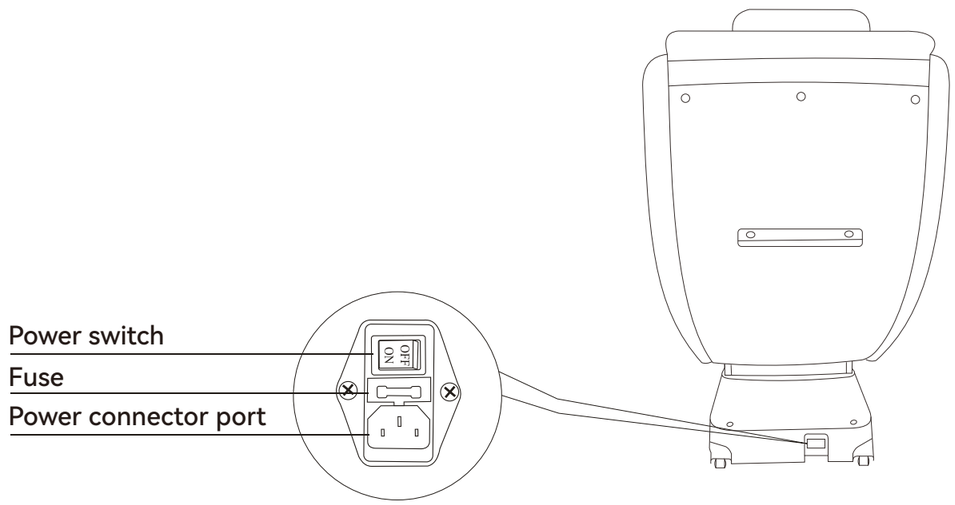
⚠ BE CAREFUL

- Please avoid Massaging after drinking or when you are not feeling well.
- Do not massage the head, elbow joints, knees, chest, abdomen, etc. directly on the massage ball.
- Do not damage the power cord; this may result in electric shock or mechanical failure. Please contact the service center for a detailed inspection.

2. NAME AND FUNCTION OF EACH COMPONENT

2.1 EXTERNAL STRUCTURE





2.2 INTERNAL STRUCTURE

1 Shoulder Air Massage Unit

2 Remote Control

3 Armrest Air Massage Unit

4 Calf Air Massage Unit

5 Foot Air Massage Unit

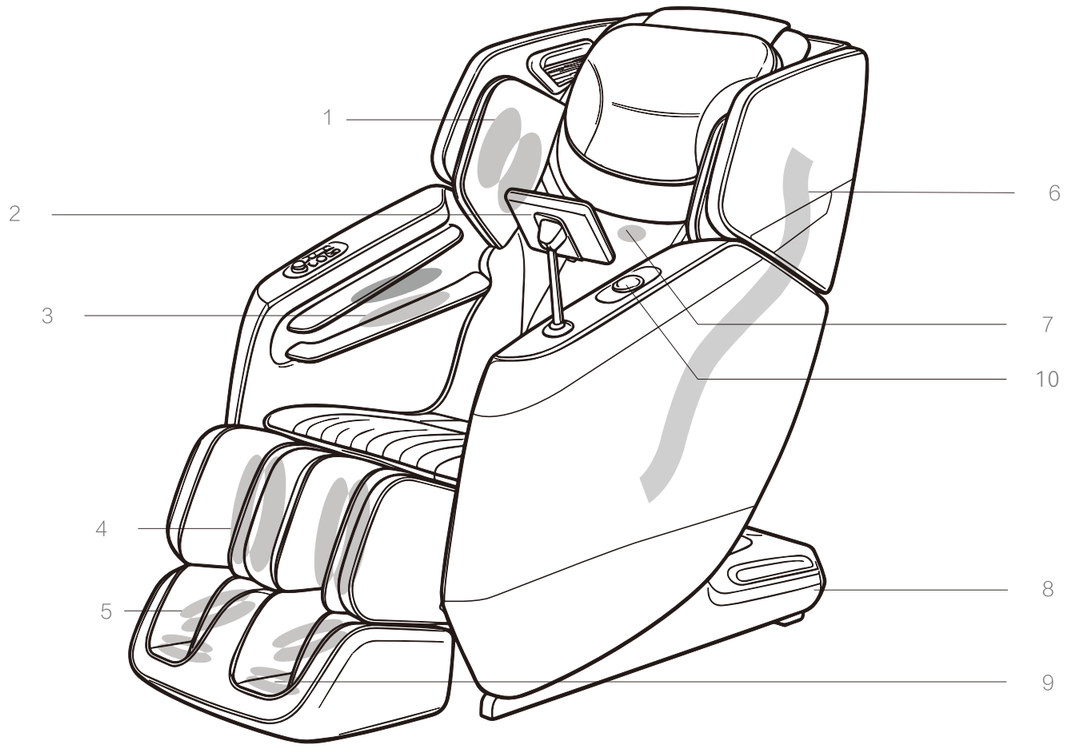
6 SL Massage Track

7 Back Heat

8 Slide Rail

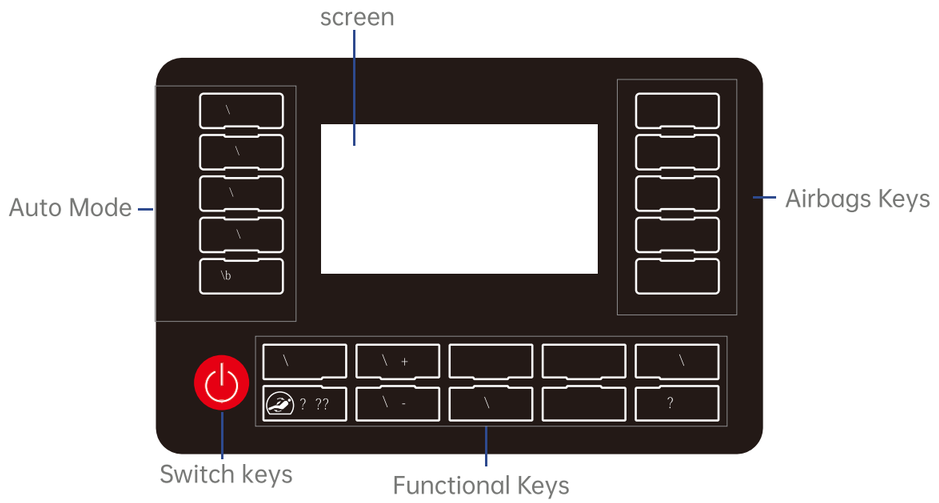
9 Foot Roller Massage Unit

10 Wireless Charger



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2.3 REMOTE CONTROLLER INSTRUCTION



2.4 REMOTE CONTROLLER KEY FUNCTIONS

Back Up: Press and hold this key for a long time, the backrest will be in the rising state. When it rises to the position you aire satisfied with, release the key to stop rising.

Back Down: Press and hold this key for a long time, and the backrest will be in the lowering state. When the backrest is lowered to the position you are satisfied with, release the key to stop the lowering.

Time: Press this key to adjust the massage time, defaulting time 15min and press "5, 10, 15, 20, 25, 30 min" for circulation.

Heating: Press this key to turn on the waist heating status, and the corresponding icon on the LCD will light up; There are three levels of heating selection."Open 1-2-3-Close" cycles in turn.

Foot Roller: Press this key to turn on the sole massage status, and the corresponding icon on the LCD will light up, Press again to turn off the function icon.

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Sole Speed: Press this key to adjust the foot massage speed. There are three speed options. "Open-1-2-3-Close" cycles in turn.

Speed+: In auto mode, press this key to increase the back roller massage speed.The three gears are adjustable.

Speed-: In auto mode, press this key to decrease the back roller massage speed.The three gears are adjustable.

Zero gravity: press this key to start the zero gravity massage state, the massage chair will start the fully relaxed massage position, enter the space capsule reclining state, release the body pressure, and relax the muscles. There are three levels of zero gravity selection."Open 1-2-3-Close" cycles in turn.

Manual: Press this button, the chair will enter manual mode first. Press Kneading Mode similar to the neck and shoulder mode, the roller massages the upper part. Press the button Shiatsu Mode similar to the back and waist mode, the rollers will massage the lower part. Press the button Auto Air, Shoulder Airbag, Arm Airbag, Leg Airbag Air Pressure to control airbag massage and intensity.

Auto Air: Press this key to turn off the full body airbags pressure, and press again to turn on the full body air bags pressure, and the corresponding icon on the LCD will light up;
Shoulder Airbag: press this key to turn off the shoulder airbag, press gain to turn on shoulder airbag function.

Arm Airbag: press this key to turn off the arm airbag, press gain to turn on arm airbag function.

Leg Airbag: press this key to turn off the leg airbag, press gain to turn on leg airbag function.

Air pressure: press this key to adjust the strength of the air bag. There are three levels of strength selection." open 1-2-3-Close" cycles in turn.

Kneading Mode: This massage program simulates a professional kneading massage. The rollers move in circular motions to help relax muscles, relieve tension, and improve circulation. Suitable for the back, waist, and shoulders.

Shiatsu Mode: This massage program suitable for female users, with a gentler intensity and smooth, soft movements to help relax the body and mind.

Power Mode: This massage program suitable for male users, with stronger intensity and deep tissue massage to help fully relieve body fatigue.

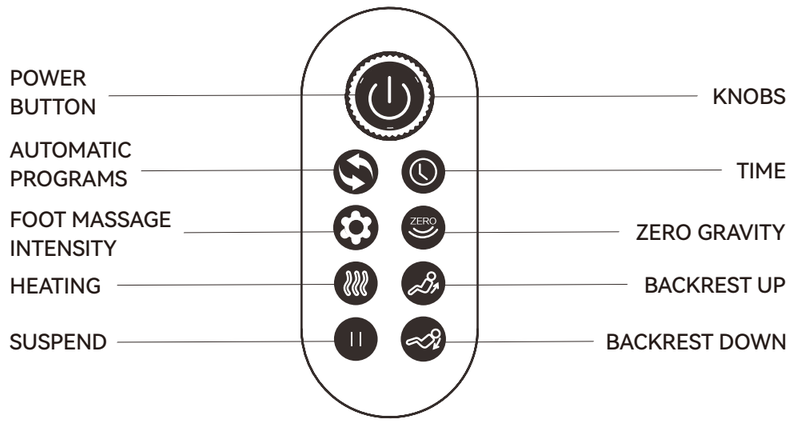
Leisure Mode: This massage program suitable for elderly users, using gentle and comfortable massage techniques to relieve body fatigue, reduce stress, and relax the body quickly.

Sleeping Mode: This massage program uses gentle and soothing movements to help relax the body, reduce stress, and create a comfortable state for rest and sleep.

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2.5 QUICK BUTTON INSTRUCTIONS



Press and hold the power button for 3 seconds to turn on/off massage chair.

Press this key to switch 6 automatic programs.

Press this button to navigate among: level 1,2,3 foot roller speed, or Off (deactivate foot roller function).

Press this button to navigate among: level 1,2,3 heating ,or Off (deactivate heating function).

Press this button to pause/resume massage.

Press this button to set massage time. You may toggle among 5-10-15-20-25-30 minutes settings (15 minutes is the default setting).

Press this button to the zero gravity state, and there are three levels of zero gravity selection. “Open 1-2-3-Close" cycles in turn.

Press and hold to raise the backrest, release the button to stop.

Press and hold to lower the backrest, release the button to stop.

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2.6 OFFLINE VOICE COMMAND INSTRUCTIONS

OFFLINE VOICE COMMAND

Artist Hand's Massage chair is the first chair to feature our newest technology. By using the Voice Command feature,you can quickly access your chair's most used settings without using the remote controller.

INSTRUCTIONS

Wake up AI voice command, please say" Hello massage chair" The chair will respond and then will wait for a command. After activated, you have 15 seconds to say your command (see list below). After 15 seconds, it will deactivate and you will need to activate again with "Hello massage chair." Once activated, you can use more than one command, but only one at a time. After a command & reply, you can then say another command.

TIPS

-For best results,use the exact terminology in the table below and speak clearly and loudly.
-Offline voice command can only be activated when the massage chair is powered on.
-Support Language: English.

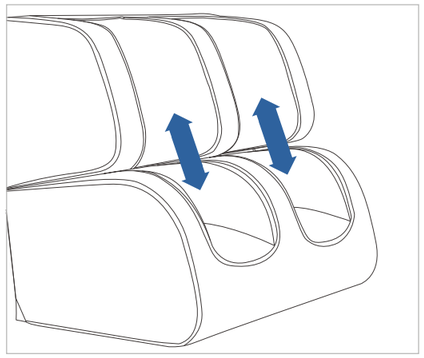
List of commands:

Your Command	Massage Chair Reply
Hello Massage Chair	Please Say Your Commands
Kneading Mode	Ok, Kneading Mode
Shiatsu Mode	Ok, Shiatsu Mode
Power Mode	Ok, Power Mode
Leisure Mode	Ok, Leisure Mode
Sleeping Mode	Ok, Sleeping Mode
Heating On	Ok, Heating On
Heating Off	Ok, Heating Off
Power Off	Ok, Power Off

Your Command	Massage Chair Reply
Zero Gravity On	Ok, Zero Gravity On
Zero Gravity Off	Ok, Zero Gravity Off
Foot Roller On	Ok, Foot Roller On
Foot Roller Off	Ok, Foot Roller Off
Back Up	Ok, Back Up
Back Down	Ok, Back Down
Auto Air On	Ok, Auto Air On
Auto Air Off	OK, Auto Air Off

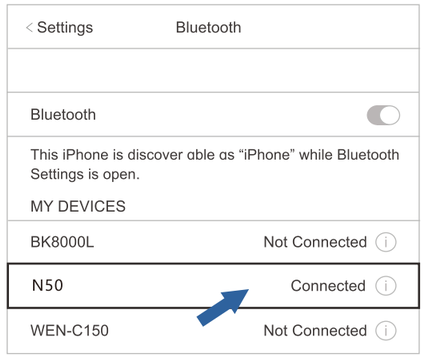
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Calf extension settings

- The footrest unit can be manually extended to suit taller individuals.



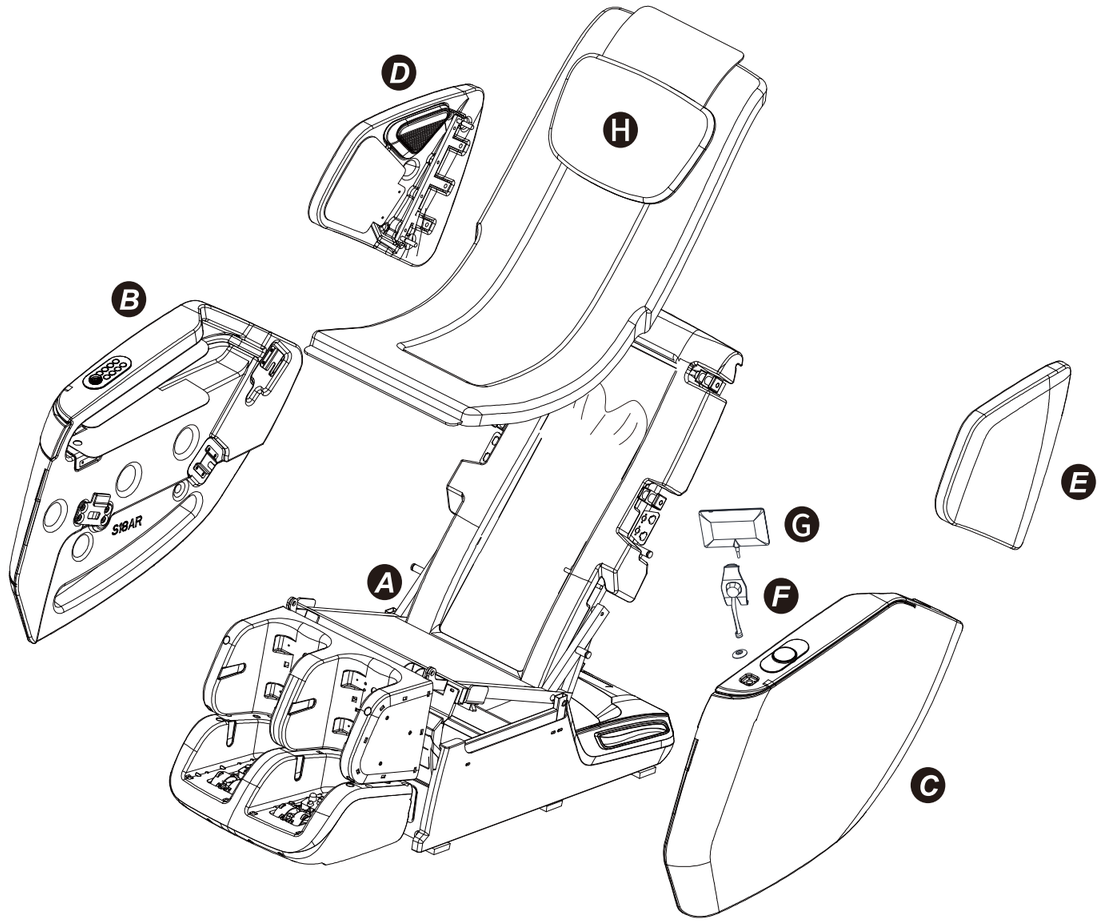
Bluetooth Connection

- Power on the Massage Chair.
  Search Name：“N50”
  No Password.

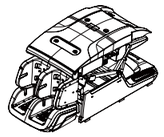
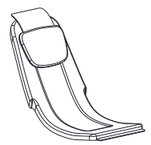
Email : **service@grandtunnel.com**

3.INSTALLATION PROCESS

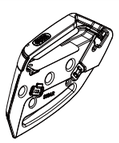
3.1 EXPLODED VIEW PARTS LIST



BOX 1

Parts Code	Image	Parts Name	Qty(Pcs)
A		Chair Body	1
D		Right headgear	1
E		Left headgear	1
F		Controller bracket	1
G		Controller	1
H		Cushion	1

BOX 2

Parts Code	Image	Parts Name	Qty(Pcs)
B		Right Armrest	1
C		Left Armrest	1

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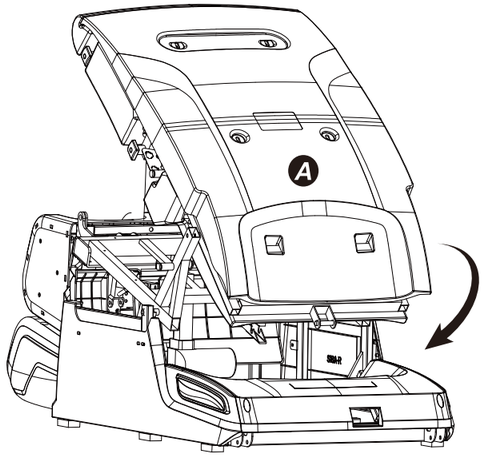
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Step 1

Unfold the main unit (A).

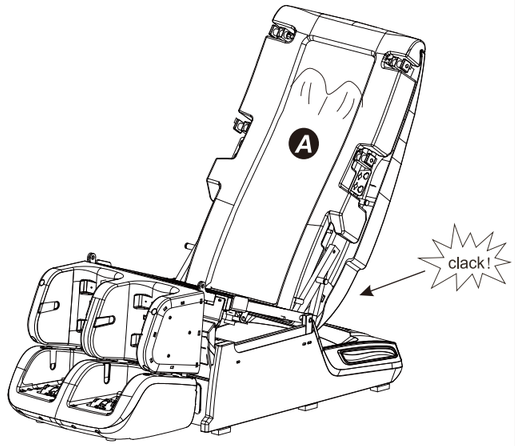
A	1PC



Step 2

When you hear a click, the unit is fully unfolded and locked in place.

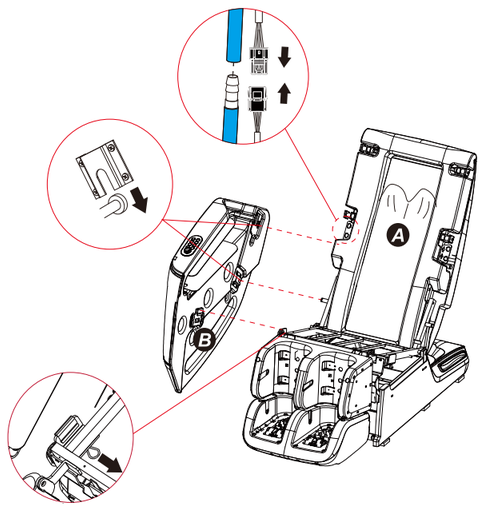
A	1PC



Step 3

A	1PC	B	1PC

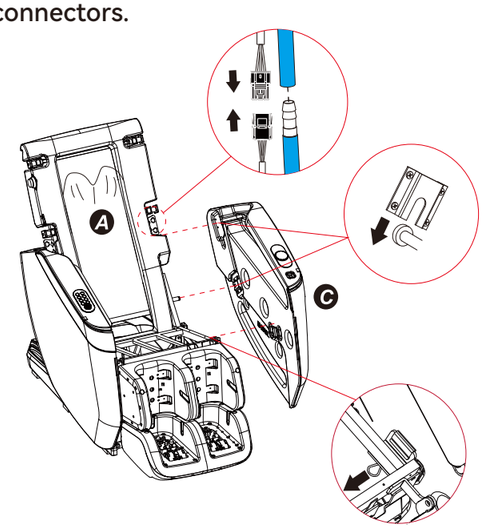
Align armrest (B) with the corresponding slot on the main unit (A) and insert it. Then connect the air hose and wiring to the corresponding connectors.



Step 4

A	1PC	*C*	1PC

Using the same method, align armrest (C) with the corresponding slot on the main unit (A) and insert it. Then connect the air hose and wiring to the corresponding connectors.

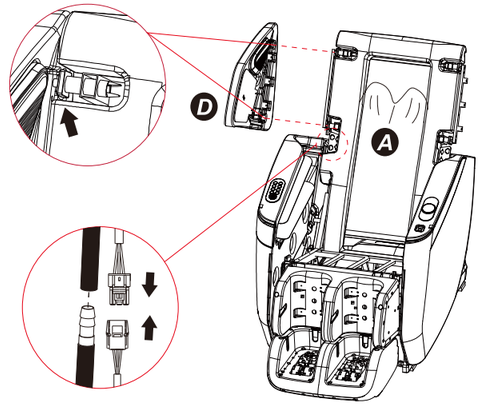


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Step 5

A	1PC	*D*	1PC

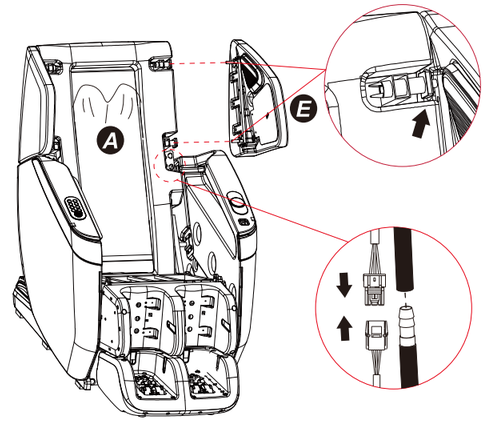
Align the shoulder unit (D) with the groove on the main unit (A). Press the locking tab in the groove and insert the unit. Then connect the air hose and wiring to the corresponding connectors.



Step 6

A	1PC	*E*	1PC

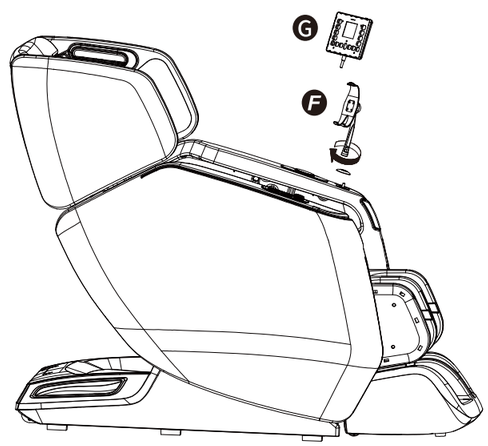
Using the same method, align the shoulder unit (E) with the groove on the main unit (A). Press the locking tab in the groove and insert the unit. Then connect the air hose and wiring to the corresponding connectors.



Step 7

F	1PC	G	1PC

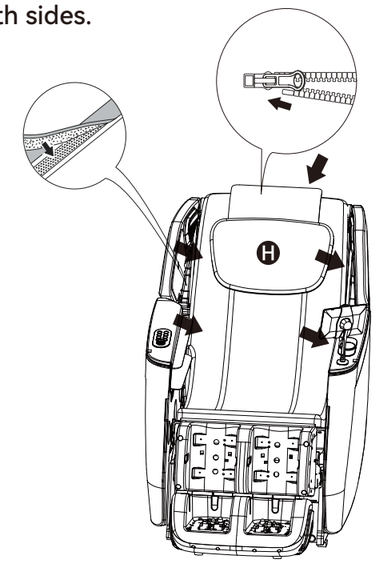
Insert the remote control holder (F) into the slot on armrest (C), rotate it clockwise half a turn until it locks, and then place the remote control (G) in the holder (F).



Step 8

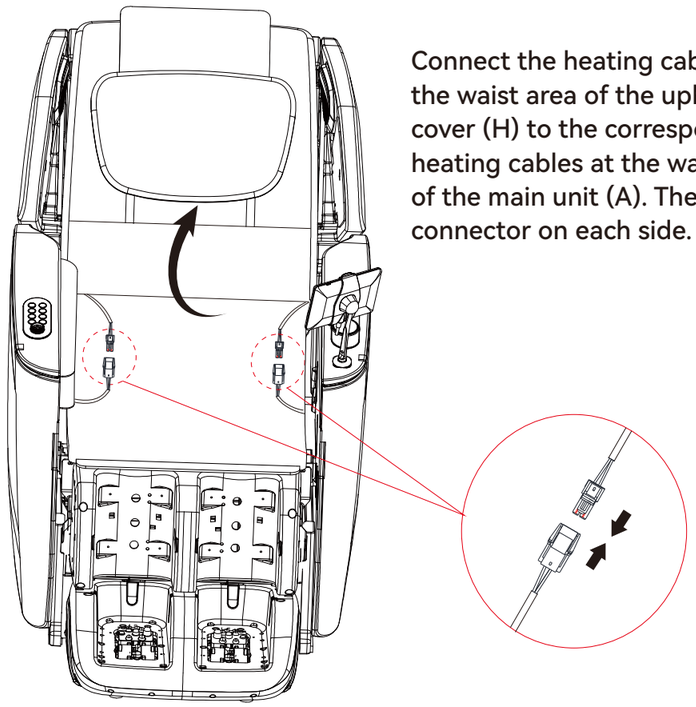
H	1PC

Position the upholstery cover (H) on the main unit (A), align the top and bottom, close the zipper at the top, and fasten the hook-and-loop straps on the inside of both sides.



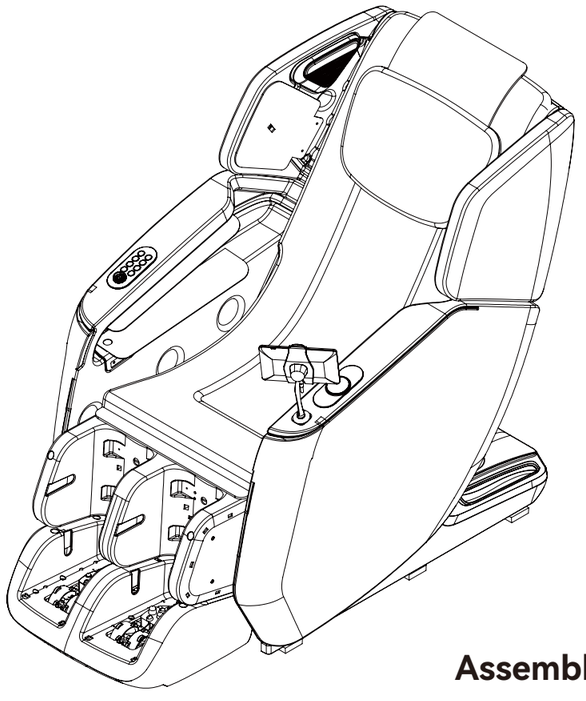
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Step 9



Connect the heating cables at the waist area of the upholstery cover (H) to the corresponding heating cables at the waist area of the main unit (A). There is one connector on each side.

Step 10

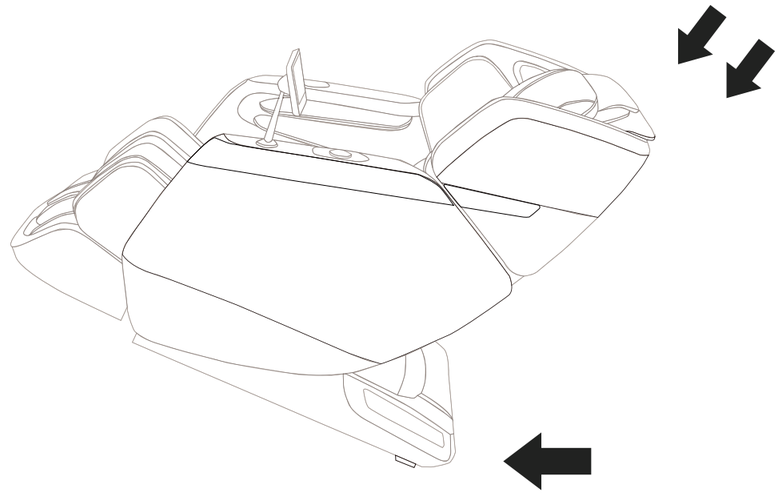


Assembly is complete.

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3. 2 MOVE METHOD

- There are moving rollers at the bottom of the chair.
- Raise the back to the highest point.
- Switch off and unplug the chair.
- Lift the front part of the chair as shown in the figure (one person raises the front part via holding a moving holder, another person pushes the chair when holding the top of the chair), make wheels move.



CAUTION

- Don' t move it when there are people in it.
- Don't use the armrest while moving the chair, only hold the moving holder in the back and front.

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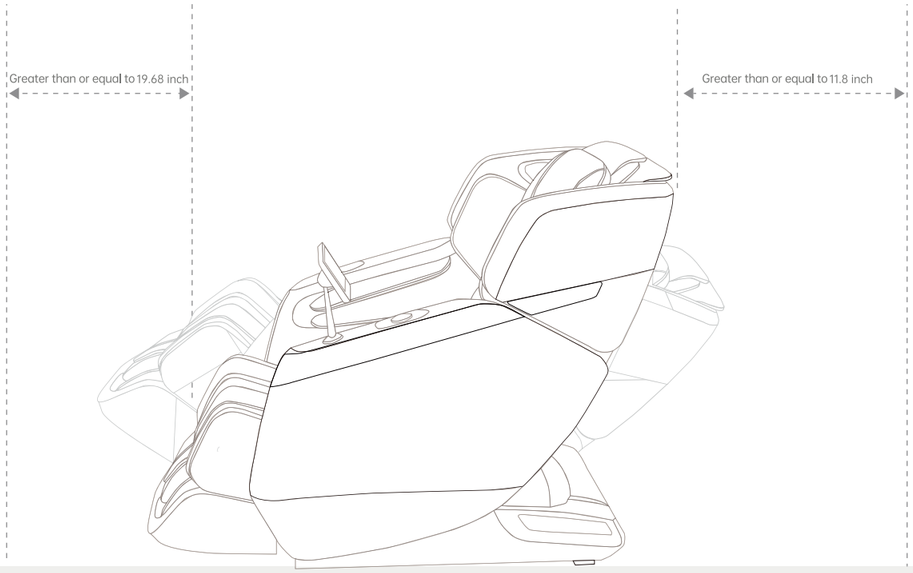
4.PRODUCT STORAGE AND MAINTENANCE

4.1 INSTALLATION POSITION

PLEASE LEAVE THE SPACE AROUND THE MASSAGE CHAIR WHEN PREPARING THE MASSAGE

(1) Place a massage chair where there is enough space for the back of the chair to recline and the footrest to rise.

(2) Make sure that there is at least 11.8 inch in the back of the massage chair and at least 19.68 inch in front of the massage chair.In order to prevent from signal interference, please keep at least 1m away from the TV, radio and other video and audio devices.



CAUTION

Before using, please tidy up well the cables to avoid twining or damage When the whole chair makes slide movement forward or backward to original position, please check first whether there are kids,pets or any other objects to avoid accidents.Please put carpet or other pad under the massage chair in order to avoid any unpredictable impression on the floor.

SURROUNDING ENVIRONMENT

	Keep the massage chair away from damp places (for example: bathroom) to avoid electric leakage
	Keep the massage chair away from high temperatures sources (for example: stove) to avoid fire or damage to leather material

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4.2 GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

Danger - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product - if it will not fit the outlet; have a proper outlet installed by a qualified electrician.

4.3 AFTER USING THE CHAIR

- Please power off the chair and unplug from power the supply socket after using， disconnect the controller and store carefully.
- Please power off the chair and unplug from the power supply socket when the chair is not in use, to avoid children to start the chair accidentally
- Please store well the chair well it is not in use for a long time.

4.4 METHODS OF STORAGE

- Do not dismount the back of the chair
- Keep the massage chair free of dust
- Cover the chair with a dust-free cloth to prevent dust from collecting
- Do not store in a hot, humid, damp place or in direct sunlight or heat
- Do not store in an overly cold place

4.5 MAINTENANCE

- Unplug from electrical source to avoid shock before cleaning.
- Clean the cloth surface with neutral detergent or a special mild detergent for cloth.
- Dust can be cleaned off with a damp cloth or mild detergent and air dry.
- Do not spray pesticide on the device.
- Specified cleaner can be used on the leather, plastic, and dried with a cloth
- Do not use a damp cloth on the electronic components which can cause shock and damage
- The leather covers (headrest, seat cushion, foot cushion) can be removed for cleaning

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5.TROURLE SHOOTING GUIDE

5.1 KIND REMINDING

During daily use, please check the possibility of the following risks:
1) Scorched smell.
2) When you touch the wire, the power sometimes on, sometimes off, the prower supply cord is hot or other abnormal phenomenon.

5.2 TROUBLE AND SOLUTION

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

Note : Do not dismantle the produce by yourself, and our company shall shoulder no responsibility to the damage of the product or the inquiry of people caused by improper use. Thanks for your cooperation !

5.3 TECHNICAL SPECIFICATIONS

Name: Massage Chair
Rated Voltage:110V
Rated Frequency: 60HZ
Rated Power: 100W
Safety Design: Class I

Main Body N.W: 101.89LB
Main Body G.W: 124.78LB
Armrest N.W: 28.43LB
Armrest G.W: 37.03LB

Manufacturer Reserves The Right To Make Changes To Information's Published In This Document, Including Without Limitation Specifications And Product Descriptions, At Any Time and Without Notice.

5.4 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!