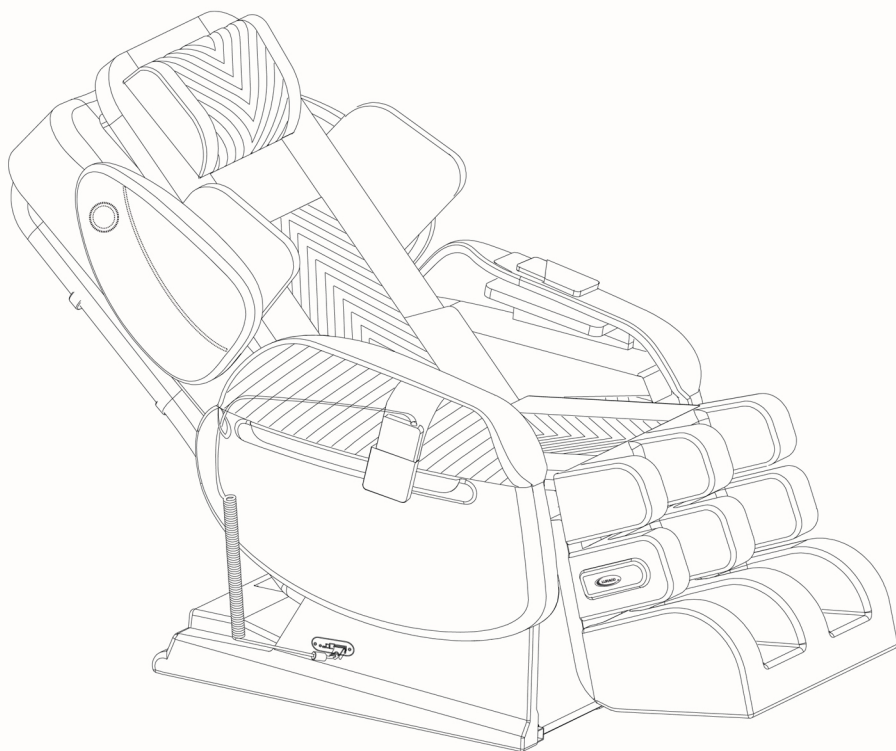


# USER'S MANUAL

## iROBOTICS 9 SERIES

The World's Top Medical Massage Chair™

WITH BUTTERFLY MASSAGE TECHNOLOGY™



The Power of American Engineering®





## **Congratulations on your purchase of a new Luraco Medical Massage Chair!**

We are pleased that you have chosen Luraco for your massage chair purchase. We hope you will enjoy the quality, convenience, and excellent performance of your new Luraco iRobotics 9 Medical Massage Chair. We know from experience that you will soon be telling your friends and family about the health benefits of using a massage chair at home, and how enjoyable and easy it is to operate the Luraco i9 Medical Massage Chair.

### **This product and its subsystems have been awarded with the following U.S Invention Patents**

**US10092480, US10724549, US10639230, US10891000, US10842708, US10905624, US10849819, US11110030, D772628, D772593, & 6 Patents Pending.**

### **Customer Assistance**

For assistance with this product, please visit: [www.luracochair.com](http://www.luracochair.com)

Or call Luraco Health & Beauty Customer Support toll-free at

**1-800-483-9930 Monday – Friday 8:30 am to 5:00 pm**

To save time, please note your serial number and date of purchase before calling.

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## I. INTRODUCTION

### iRobotics 9 (i9) Series: The 9<sup>th</sup> Generation of The World's Top Medical Massage Chair® by Luraco Technologies

#### INNOVATION + QUALITY + LUXURY

In an effort to revolutionize the massage experience, Luraco, an industry leader in massage chair design and manufacturing, has successfully developed a new model (i9) of The World's Top Massage Massage Chair product line. Bringing together all aspects of innovative technologies, massage therapy techniques, healthcare and entertainment features into one ingenious and comprehensive machine, the i9 is truly the Industry's Most Unique Massage Chair.

#### Outstanding Features and Technologies:

- The **Only Massage Chair** that qualifies as **Made in the USA**. All other massage chairs are imported from Asia.
- The i9 introduces the **first-of-its-kind Massage Track**...the **NEW SPLIT S-L TRACK** which delivers all the benefits of an L-Track chair while also allowing for the superior stretch functions of an S-Track.
- **NEW EASY-ENTRY** sliding arms that allow for Users to easily enter and exit. Chairs in the past have been cumbersome to get in and out of, now Luraco has solved that challenge.
- Unique and Advanced **full-body stretching**.
- **NEW Patented 3D “Butterfly” Robotic Rollers** gives an even closer feel to an actual hands-on massage. **Note: Please don't be misled by 4D or 5D space advertised by other manufactures. If air, speed, or heat is considered a space dimension then Luraco i9 would be a 6D Chair.**
- **NEW TRIPLE FOOT ROLLERS** to give full toe-to-heel massage coverage along with **new Achilles Heel Massage Nodes**.
- **NEW HAND ROLLERS** that work in harmony with air massagers.
- **NEW CALF ROLLERS** that combine with air massagers for complete massage therapy for sore calf muscles.
- **NEW AUTOMOTIVE INDUSTRY LEATHER** for the entire chair.
- Adjustable **HEAT** for **HANDS, LOWER BACK** and **FEET** for comfort and relief.
- **NEW ADJUSTABLE POSITION BICEP/SHOULDER MASSAGER** allows for various user's heights.
- UL listed and FDA Registered. Built for safety and medical benefits.
- Most technically up-to-date, smart handheld touch-screen control. Same platform as in Smartphones.
- Unique features for up to 5 different user saving profiles so the whole family can customize and enjoy.
- 6 Sections for Multi-Intensity Massage Controls (Neck, Upper

- Back, Lower Back, Arms, Calves, and Feet).
- 5 Levels of Intensity Controls with **TRUE 3D** – from super soft to intense to allow adjustments as needs change.
  - Independent Rhythm and Speed Controls for Kneading and Tapping massages.
  - Pause and Resume Button (for when the User needs to pause their massage).
  - Powerful Bluetooth Speaker (10 W) for music streaming.
  - Seven Human-voice Response System (English, Vietnamese, Spanish, German, French, Japanese, and Korean). This chair confirms the commands you give it!
  - User height recommendations of 4'7" to 6'10" and weight up to 300 pounds. Meets the needs of larger bodies better than any other of the imported chairs on the market!
  - Integrated Blood Pressure and Heart Rate Monitor (optional).

### **Additional Features (i9 Special Edition Only)**

- Special keypad screens showing ownership, e.g. **“This chair is Specially Made for Dr. Smith”**
- Genuine leather owner’s name tag on the chair
- Wireless charger for smartphones with **Qi Technology**
- Blood pressure monitor is included
- Backup emergency power to restore the chair to the original position. This feature allows user an easier exit from the chair in case power is lost. **Note: Battery must be charged before the first use, keep the chair power on for at least 2 hours for battery to be charged.**

Relax and enjoy an advanced and automatic body shape detection which prepares you for the most advanced. Latest **Robotic Butterfly massage technology** and provides outstanding neck, back and lower body massage techniques. Experience a **3-layer foot and calf massage**, **full body heat** (hands, back and feet), **gentle-touch sole massagers** with **three foot-rollers** with an **Achilles Heel massage** and **body swivel with twist-stretching** not found on any other massage chair. Comforting **acupressure-pressure-point massages** and a patented advanced **stretch-program**. **Nine pre-programmed** and **limitless customizable programs** including **True Zero-Gravity**. The **Luraco iRobotics 9 series** is the newest and most unique chair on the market today and the only chair that qualifies as **made in the USA**

**Built for those that expect Luxury, Reliability, Comfort and Relief**

## II. IMPORTANT SAFETY INSTRUCTIONS

1. When using an electrical mechanism, basic precautions should always be followed, including the following: Read all instructions before using.



**WARNING** – To reduce the risk of burns, fire, electric shock, or injury to persons:

1. The main power switch is marked with international symbols “O” and “I”. The switch in position “I” means that system is on, and the switch in position “O” means that system is off.
2. The chair should never be left unattended when plugged in. Unplug from outlet when not in use and before putting on or taking off parts.
3. DO NOT wear shoes, jewelry, glasses, or watches of any kind.
4. Close supervision is necessary when this chair is used near children, invalids, or disabled persons. Keep children away from extended foot support (or other similar parts).
5. Use the chair only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
6. Never operate the chair if it has a damaged cord or plug, if it is not working properly, if it has been dropped, damaged, or dropped into water. Return the chair to an authorized service center for examination and repair.
7. Keep the cord away from heated surfaces.
8. Do not use outdoors.
9. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
10. To disconnect, turn power switch to the off position, then remove plug from outlet.
11. Connect this chair to a properly grounded outlet only. See Grounding Instructions.
12. Do not remove the back cushion and do not play with roller mechanism.
13. Do not remove the bottom seat and do not play with actuators.
14. Keep the cord out of heavy traffic areas. To avoid fire hazard, NEVER put the cord under rugs or near heat generating devices.
15. Always unplug the power cord from the electrical outlet immediately after use and before cleaning.
16. Do not operate any chair with damaged parts.

17. Any other use not recommended by the manufacturer may cause electrical shock or injury to persons.
18. Do not touch or re-wire the connectors to the master-box.
19. Do not attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void the warranty.

***After reading this user's guide, if you have any questions or comments, please call 1-800-483-9930 or contact our technical support department at [Support@Luraco.com](mailto:Support@Luraco.com) or visit our website at [www.LuracoChair.com](http://www.LuracoChair.com) for more information.***

## **2. Grounding Instructions**

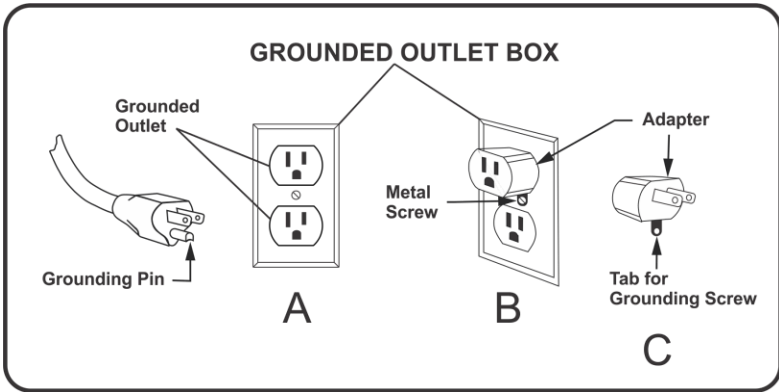
This product must be grounded. If there is a malfunction or breakdown, the grounding provides a path of least resistance for electric current to flow, thus reducing the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly 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 does not fit the outlet; have a proper outlet installed by a qualified electrician.

### **Followed by either instruction a) or b) below:**

- a) This product is for use on a normal power circuit, and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1 below. A temporary adapter that looks like the adapter illustrated in sketches B and C may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. **The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician.** The green colored rigid ear, lug, or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.
- b) This product is for use on a normal power circuit, and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1 below. Make sure that the product is connected to an outlet having the same configuration as the plug. **No adapter should be used with this product**





**Fig.1: Grounding Instruction**



**MEDICAL WARNINGS – NOT RECOMMENDED FOR:**

- Pregnant women
- People with distorted joints, broken bones, skin infection or injury
- Children under 12 years of age

If you have any of the above medical issues or any other concerns, please consult your doctor before using the massage chair.



**DO NOT:**

- Allow children or pets to play near the chair, especially during operation.
- Use any massage function on the head.
- Massage abdominal area or knee cap region.
- Leave mobility impaired or speech impaired persons alone in chair.
- Wear shoes, jewelry, glasses, or watches of any kind.



**EMERGENCY STOP**

In case of emergency, press the stop button on the remote to stop the system.

## Additional Safety Precautions

- Do not use more than 30 minutes per session.
- Do not operate near young children or pets.
- Do not move the machine during operation.
- Do not place or store the chair near damp places such as swimming pools or bathrooms.
- Do not forcibly press on the massage rollers.
- Do not stand on the chair or store heavy items on the chair.
- Do not use in an environment which is dusty, greasy or lacking oxygen.
- Do not place near steam, oven, open fire, or heat.
- Do not place directly in the sun.
- Do not use electric blanket while using the massage chair.
- Do not use outdoors.
- Do not use while smoking.
- Do not eat or drink in chair when operating.
- Do place this chair horizontally with space over 81 inches, enough for full recline mode.
- Do place on level floor.
- Do wear suitable clothing at all times while using.
- This chair has a heating option. People sensitive to heat must be careful when operating the chair when the heat option is on.

**Note:** Do not use the chair as a bed or to sleep on over a long period of time. The recommended time of use is 20 minutes. Prolonged massaging may cause aches, muscle or nerve issues. (The preferred total duration of massaging within the day should be 30 minutes total or less).



### CAUTION FOR USERS

- This device should not be used until grounded.
- In the course of normal use, lift the back cushion regularly to check for any damage or cracks in the fabric of the cushion. Please stop using immediately even if there is minor damage and turn the power switch off. Send the cushion in for repair to avoid possible electric shock.
- Do not move the chair while in use.
- Do not place heavy objects on the armrest, footrest or back of the chair to avoid overturning or damaging the chair.

- Do not pull the fabric forcefully or stab it with sharp objects which can result in injury or damage to the chair.
- Do not move the chair on wooden floor, carpet or other easily damaged flooring.
- Children and pets should not be allowed to play around chair.
- Please be sure that no people, pets, or other objects are behind the chair or under the legs before reclining or lowering the leg massager.
- Do not put your hands or head under the chair.
- When using the massage chair, ascertain that the footrest is in the lowest position.
- Do not use immediately after meals.
- Do not sit on the back cushions, armrest, or legs.
- Do not use the massage chair when your body is wet or moist as it can result in electrical shock.
- Do not operate with more than one person.
- Do not use when wearing head ornamentation as it can result in injury.
- Do not stumble over electrical wires or connections
- Do not touch the inner parts of the chair as this can cause damage and electrical shock.
- Do not dismantle and remove inner parts, or repair the massage chair.

### **Do Not Use the Chair under the Following Conditions**

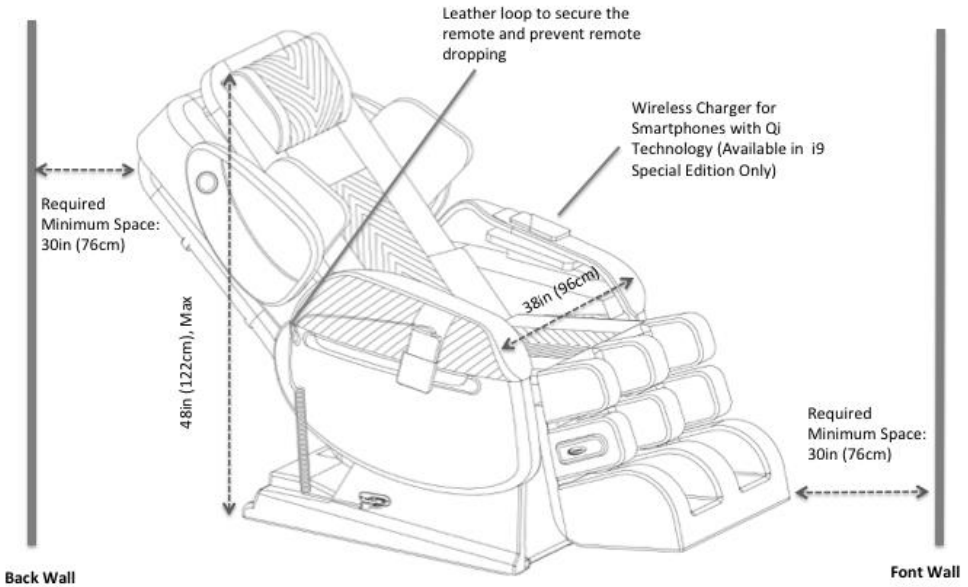
- When the chair has been exposed to water or fails to operate.
- If power cable is damaged.
- Please stop using the massage chair immediately and consult a doctor if you feel abnormal or extremely achy during the course of the massage.
- If power failure occurs.
- When the massage chair malfunctions during the course of operation.
- Do not operate during a thunderstorm.

### **Methods of Storage**

- Do not dismantle the back of the chair.
- Keep the massage chair free of dust.
- Cover the chair with dust-free cloth to prevent dust from collecting.
- Do not store in a hot, humid, damp place nor in direct sunlight or heat.

## Cleaning Methods

- Before cleaning unplug from electrical source to avoid shock.
- Clean the chair surface with neutral or mild detergent.
- Use leather cleaner and leather conditioner.
- Dust can be cleaned off with a damp cloth using mild detergent and let air dry.
- Do not spray pesticide on device.
- Do not use a damp cloth on the electronic components, which can cause shock and damage



**Fig.2: Space Requirement**

## PLACEMENT

There must be enough space around the chair for proper operation. There is a required minimum clearance of 30 inches (76cm) from the front of the chair to the wall, and 30 inches (76cm) from the wall to the backrest, and 12 inches (30cm) from the wall to the closest armrest.

### III. INSTALLATION INSTRUCTIONS

#### Step 1: Unpack the box

Carefully take out the chair main body, remote control, and armrests from the box.

**Note: i9 chair requires at least two people to assist with assembly.**



#### **ATTENTION:**

Be sure no children, pets, or objects are around chair. Allow enough space for installation.

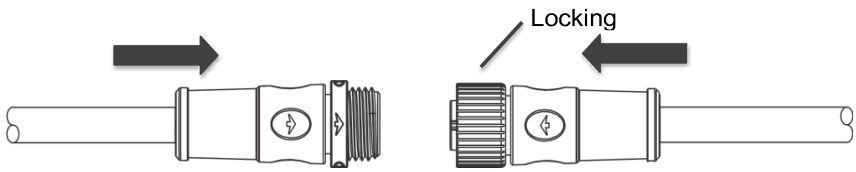
#### Step 2: Assemble the Armrests

Please refer to Fig. 3 and Fig. 4 and follow the steps (1-6) below to install the armrests.

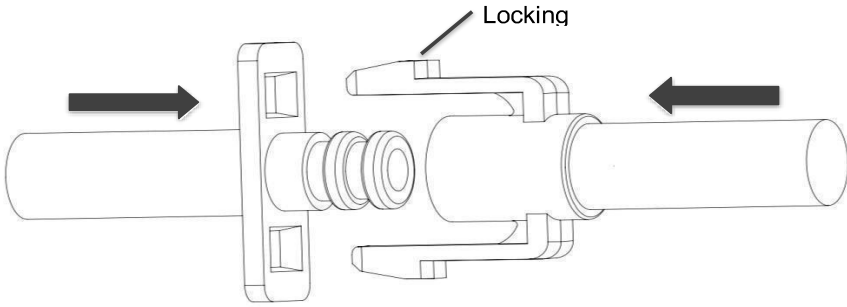
1. Assemble armrest air connectors (2 pcs) (Fig. 3). Make sure the color marks/numbers are matched.
2. Fix air tubes. Make sure air tubes are not bent and the connector is locked (Fig. 3).
3. Assemble the electrical connector (Fig. 3). Make sure to lock the connector by tightening the locking nut.

**Note: For i9 Special Edition, one USB connector needs to be connected for the wireless charger (Fig. 3)**

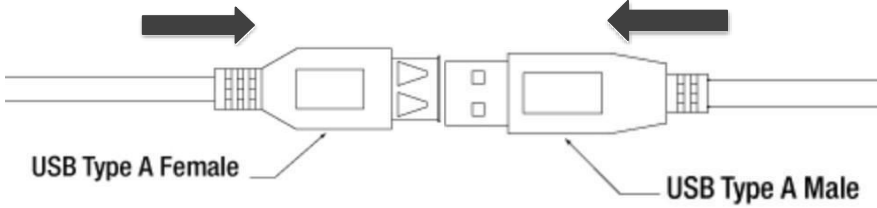
4. Insert the metal tab on the armrest into the located slot on the chair frame (Fig. 4, Step 1).
5. Install 2 knob-screws to secure the armrest metal plate onto the seat frame (Fig. 4, Steps 2 and 3).
6. Repeat steps 1 thru 5 for the second armrest assembly.



**Roller and Heat Electrical Connector**

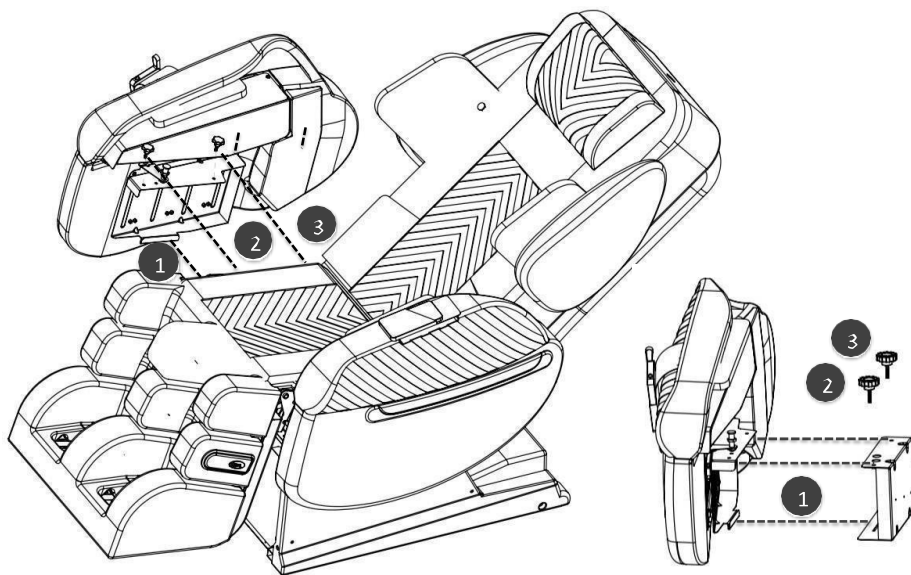


**Arm Massage Airbag Connector**



**Wireless Power Connector (Left Arm, i9 Special Edition Only)**

**Fig.3: Air and Electrical Connections**

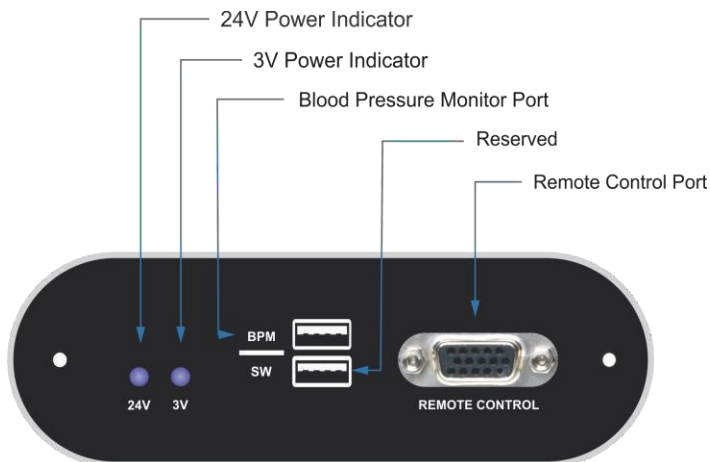


**Fig.4: Armrest Installation**

**Step 3: Insert remote control through safety loop.**

Plug the power cord into the back of the chair.

Power is turned on/off by the switch on the back of the chair. (Switch to position “1” to turn on and position “0” to turnoff). Ref. Fig. 2.



**Fig.5: Side Panel (Located below the right Armrest)**



## ATTENTION! BEFORE TURNING POWER ON

1. Be sure no objects are behind the chair before reclining.
2. Be sure power cord is plugged into the chair power inlet.
3. Power is turned on/off by a switch near power inlet (Switch to position "1" to turn on and position "0" to turn off).
4. Use the remote to choose the massage functions.

## VI. UNDERSTANDING THE CONTROL FEATURES



**Fig.6: Main Screen and Power Button**



## 1. Quick Instructions for Main Screen

- **Auto:**  
Allows user to select one of the 9 automatic massage programs.
- **Manual:**  
Allows user to customize a massage profile that best fits the body needs for optimal results. After an optimized profile is created, user can save it under “Users Profile”. User can then recall the saved profile next time chair is used.
- **Settings:**  
Allows user to setup system preferences and passcode protection.
- **Info:**  
Displays health information related to the human body acupressure and reflexology points. It’s designed to help the user understand and customize a massage profile that is best suited for them.
- **Heat:**  
Allows user to turn on/off the heat and to adjust the heat level.
- **Adjust:**  
Allows user to adjust the chair to their preferred position. The chair position will be stored in user profile when saved.
- **Pause/Play:**  
Allows user to Pause and Resume a massage cycle.
- **Intensity:**  
Unlike many other chairs on the market, the i9 gives the user control of the massage intensity for different parts of your body. Intensity levels are also stored in user profile when saved.
- **Users:**  
Allows user to save customized massage profiles, chair position, and intensity levels.

## 2. Start/Stop Button

Starts and stops the massage chair. The default timer for each massage session is 20 minutes. Pressing this button a second time will put the chair back to its initial position automatically.

When time is up, if the sleep setting is checked, the chair maintains its position to avoid sleep disruption.

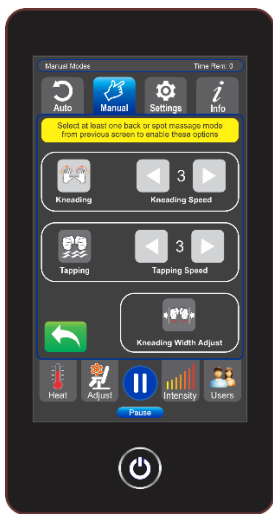
## 3. Automatic Massage Modes

- **Health Massage:**  
Specifically designed for health enhancement that mainly focuses on health aspects like releasing muscle strain, improving blood flow, soothing anxiety and helps to relieve depression. This mode is the default massage mode when you start the chair.

- **Soft Massage:**  
Applies a very soft and gentle massage throughout the body. This mode is good for relieving headaches, muscle strains and helps improve sleep.
- **Quick Massage:**  
Provides a quick 10-minute full body massage. It combines the best features of all massage modes into a short cycle.
- **Morning Massage:**  
Designed specifically for morning use, focusing on energizing the body by providing stretching, mobilizing joints and promoting flexibility with some muscle exercise.
- **Night Massage:**  
Designed specifically for evening/night use to enhance sleep, focusing on relieving postural stress after a day's work. It also helps relieve anxiety, depression and headaches.
- **Sport Massage:**  
Geared towards people involved in sporting activities to help prevent or treat injuries. It focuses on areas of the body that are overused and stressed from repetitive and aggressive movements. It promotes flexibility, reduces fatigue, improves endurance, and reduces muscle soreness. This mode provides a high intensity massage program with more focus on the hands and feet.
- **Shiatsu Massage:**  
Provides a high intensity and point based massage with varied and rhythmic pressure on different parts of the body. It helps relieve severe tension in muscles and connecting tissues, relieves blockages and rejuvenates the body.
- **Stretch Massage:**  
Provides stretching and promotes mobility throughout the body. It relaxes muscles, enhances muscular coordination, helps improve posture/flexibility and provides a greater sense of well-being.
- **TV:**  
Puts the chair into a comfortable position for watching TV with minimal foot massage

#### 4. Manual Massage Mode

The i9 Series allows the user to easily customize the massage profile and save them under 5 different user profiles. Touch a button on the body diagram screen to **add or remove** the massage for specific parts of the body. For back massage, first select a back area, then press more for massage options. The selected massage profiles will be highlighted in a blue color on the buttons. (Fig.7)



**Fig.7: Manual Mode Descriptions**

■ Program is active      ■ Program is inactive

NOTE: Tapping is not available on neck area for safety reasons

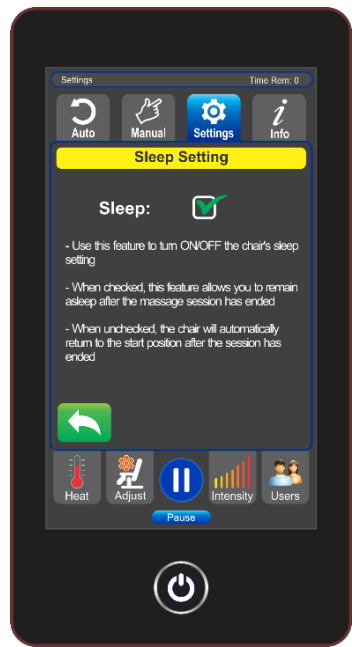
## 5. System Settings

Allows for the setup of system preferences and passcode protection (Fig.8).

**Note: The default passcode to unlock all features of the chair is: 1234**



**Fig.8: System Settings Screen**



**Fig. 9: Voice Response Selection and Sleep Setting**



**Fig.10: Bluetooth Setting**

## Bluetooth Music Streaming

The iRobotics 9 uses an integrated, high-quality and high-power (10 Watts) speaker system using the latest Bluetooth technology for music streaming.

**Connecting to the Luraco Bluetooth speakers is just like connecting to any other Bluetooth device in your home.**

**Please refer to your phone Manufacturer's Handbook for guidelines but generally speaking, these are the steps to be followed:**

**On your Smartphone, Tablet or Laptop (that has the Bluetooth feature):**

1. Go to Bluetooth setting
2. Select **Search for available Devices**
3. Select - "**Luraco**" and **pair together**. If "**Luraco**" is not visible on the phone, reboot the chair and/or the phone
4. Play whatever you want on your **Smartphone, Tablet or Laptop**
5. Listen, relax and enjoy

**Note:** When Bluetooth is connected, the chair's voice response features will be muted. Disconnecting or turning off Bluetooth on your music playing device will resume the chair's voice response features automatically.

## 6. Heat On/Off and Intensity Settings

This screen allows the user to turn heat function on/off and control intensity level.

There are 5 heat levels with 1 being the lowest and 5 being the warmest. Simply touch **HEAT ON** to start this feature except for the Health, Quick, and Shiatsu Modes where it turns on automatically.

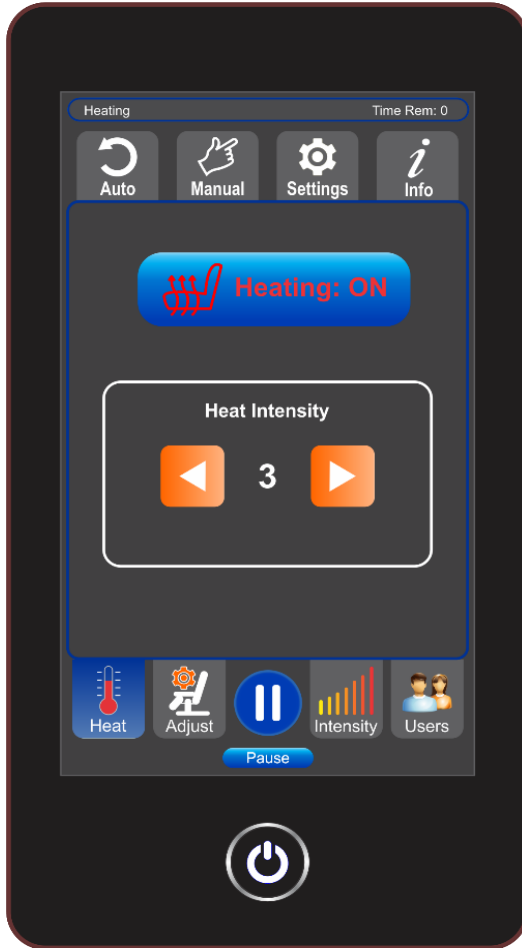


Fig.11: Heat control

## 7. Chair Adjustments

Allows the user to adjust the chair to their preferred position. The chair position will also be stored under user profile when saved. (Fig.14).

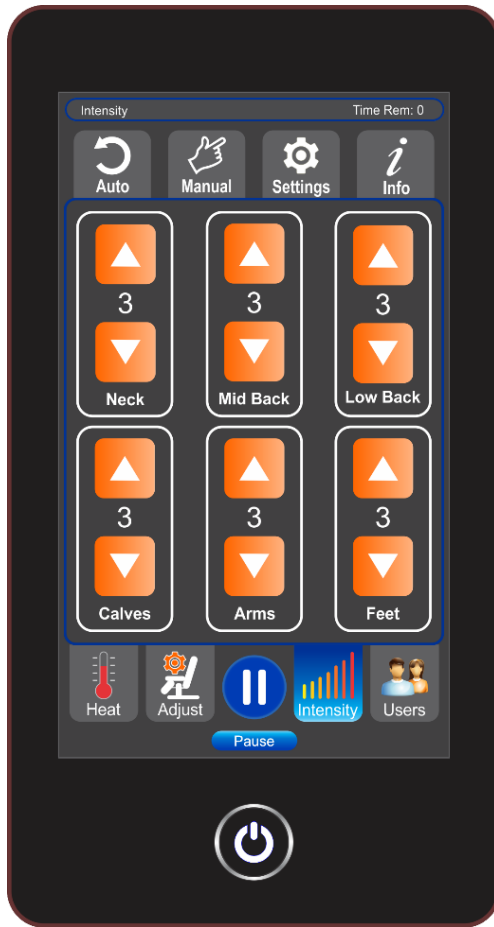


Fig.12: Chair Adjustments



## 8. Intensity Adjustments

This screen allows the user to manually adjust intensity settings for 6 different zones of the body.



**Fig.13: Intensity Adjustments**

## 9. User Profiles

### How to Use the Save User Feature:

After chair adjustments have been made, hit “Save User,” enter name of new user and then ‘OK’. Up to 5 unique users can be saved.



Fig.14: User Profile Save Screens 1 & 2

### How to Use the Open Saved Users:

When returning to your chair you can bypass the body scan by going to “USER”, then ‘OPEN” and clicking on the previously saved profile. Chair will return to the last saved settings. Only saved profiles will show.

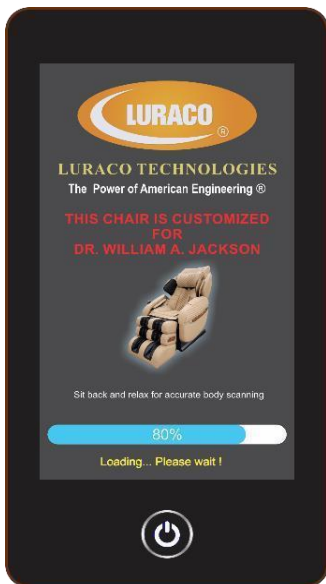
Settings can be changed by making the adjustments desired and then hitting the ‘SAVE’ button again.

If wrong profile is chosen, select “Cancel”, choose the correct profile and then “OK”.



**Fig.15: User Profile Open Screens 1 & 2**

## 10. i9 Special Edition Only Custom



**Fig.16: Customized Screens (i9 Special Edition Only)**

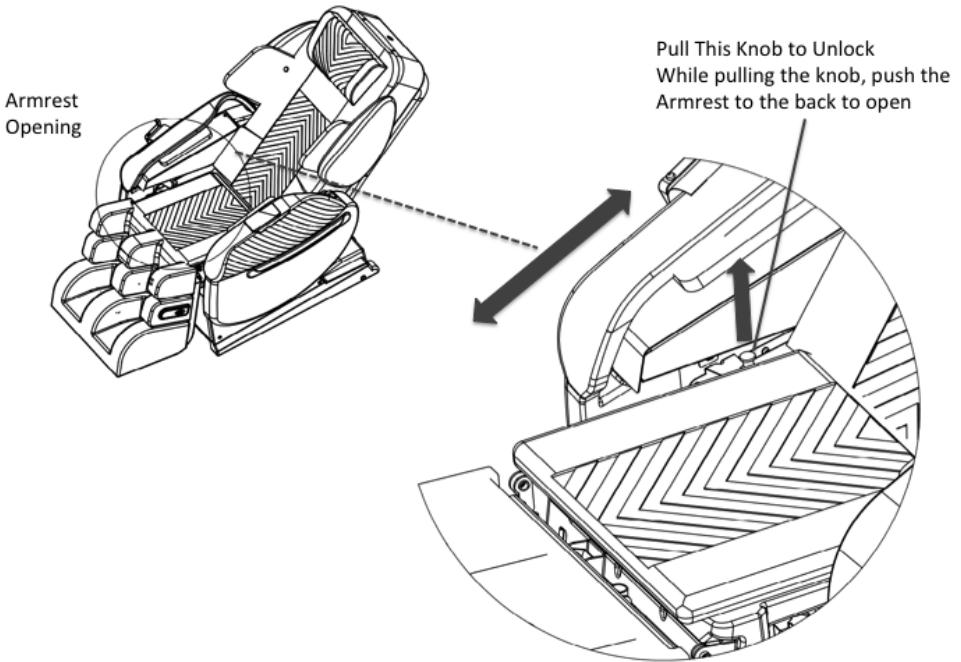
For customers who have ordered the Special Edition i9, the start screen will show the owner's name.

## Customized package also includes:

- Blood Pressure Monitor
- Customized Leather Name Tag of Owner
- Wireless Charging
- Back Up Emergency Power

NOTE: Customized chairs are returnable, but \$3000 customization fees are not refundable.

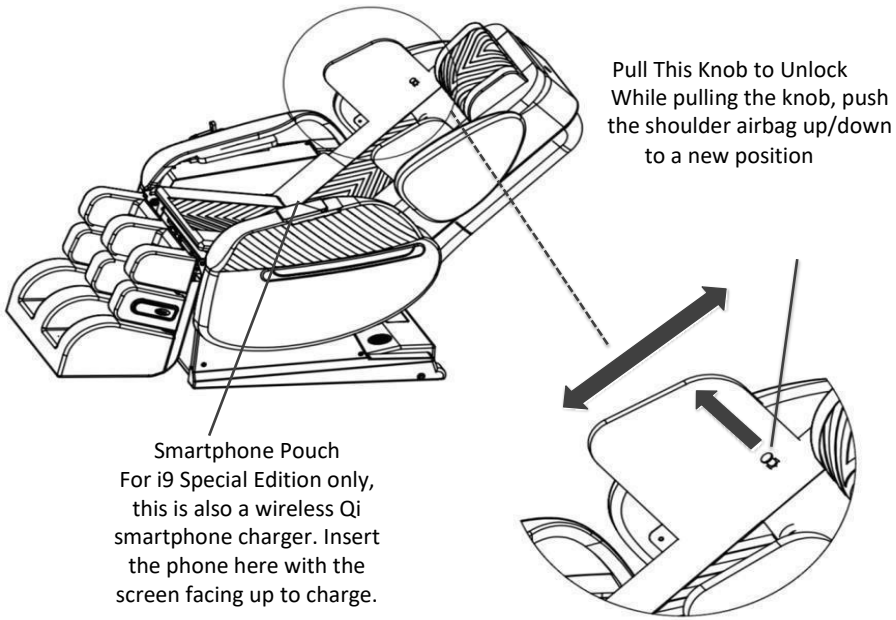
## V. HOW TO USE I9'S UNIQUE FEATURES



**Fig.17: Armrest Open and Close for Easy Side Access**

To get into the chair, pull the knob located below the padding between seat and the armrest. Slide the arm back.

To return the armrest, slide it forward firmly until you hear the “click”.



**Fig.18: Bicep/Shoulder Massager Position Adjustment**

### **Some Helpful Tips When Using i9 Medical Massage Chairs**

1. Sit back and relax with your head resting against the backrest for body scan and shoulder detection. During the body scan process, please do not operate the remote control.
2. For a more accurate body scan, move the pillow up or flip it to the back.
3. If you prefer a stronger neck massage, please flip the pillow to the back.
4. Footrest extension sensor is located below the right heel. Pressing on this sensor will extend the footrest. For accurate measurement, please place your heel all the way in.
5. If you want to skip the body scan and get directly to a massage, you should first save a user profile and open it.
6. Luraco i9 Series implements a high-speed processor and advanced embedded operating system (OS) and complex software applications. Thus, it requires system reboot sometimes for software to reset and sensors and electronics to be reinitialized. We recommend a chair reboot whenever you feel a chair reset is needed.

## Health Benefits of Massage

Massage is the manipulation of superficial layers of muscle and connective tissue to enhance function and promote relaxation and well-being. Peer-reviewed medical research has shown that the benefits of massage include pain relief, reduced anxiety and depression, and temporarily reduces blood pressure, heart rate, and state of anxiety.

- **Pain and stress relief:** Relief from pain due to muscle-related injuries and other causes is cited as a major benefit of massage. In one study, cancer patients self-reported symptomatic relief of pain. Acupressure or pressure point massage could be beneficial in relieving back pain.
- **State of anxiety:** Massage has been shown to reduce a state of anxiety.
- **Depression:** Massage has been shown to reduce sub-clinical depression.
- **Blood pressure and heart rate:** Massage has been shown to reduce blood pressure and heart rate as temporary effects.
- **Sleep better:** Massage has been shown to help improve deep sleep at night.

## VI. HEALTH CARE DEVICE (BLOOD PRESSURE MONITOR)

### (Optional) About this device

The iRobotics 9 Medical Massage Chair has the capability to operate an optional health monitoring device. The device measures blood pressure and heart rate of the user. Connect the blood pressure monitor to blood pressure port on the side panel of the chair to charge the device before operating (Refer to Fig.5).

This device is an optional product but is included with the i9 Special Edition.

## VII. TROUBLESHOOTING THE MASSAGE CHAIR



**WARNING:** Unplug the power cord before attempting any troubleshooting or service.

Luraco iRobotics 9 Series comes with advanced state-of-the-art electronics and software technology which support self-diagnostic features to detect individual failures of critical components in the massage system. The chair has different LED indicators, which help the user to narrow down a troubleshooting failure, if any. See Table 1 below for LED Function/Color Chart. (See Fig. 5 for side panel)

LED Function/Color	Meaning
24V Power (Blue)	Blue means 24V power supply is good. The blue LED should be on continuously.
3V Power (Blue)	Blue means 3V power supply is good. The blue LED should be on continuously. If 24V LED is on, and 3V LED is off, it means Motherboard power is lost.

**Table 1: Power LED Functions**

Problem/Issue	Possible Cause	Trouble Shooting Method
<b>ALWAYS TRY THIS FIRST</b>	<b>Chair needs a reset</b>	<b>Reboot the chair by turning power switch on the back of the chair OFF, wait at least 10 seconds before turning it back ON</b>
Chair does not function properly	<ol style="list-style-type: none"> <li>1. Bad connection between power plug and socket</li> <li>2. Remote cable connection</li> <li>3. No power at outlet</li> <li>4. Bad fuse</li> </ol>	<ol style="list-style-type: none"> <li>1. Unplug and reconnect power cord again</li> <li>2. Check remote connection, press power button on remote</li> <li>3. Check to make sure power is available at the wall outlet</li> <li>4. Replace with fuse located near power switch</li> </ol>
Remote has no power	Connection is lost	Reconnect the remote to the chair
Armrest massager does not function	Motor power or air connection is lost	Reconnect air and motor connectors
Abnormal noise while working	May be from over working the massage mechanism	<ol style="list-style-type: none"> <li>1. Reduce massage intensity</li> <li>2. Some parts may need grease</li> </ol>
Suddenly stops working	<ol style="list-style-type: none"> <li>1. Bad power connection</li> <li>2. Auto program timer is up</li> </ol>	<ol style="list-style-type: none"> <li>1. Unplug and reinsert power cord to the chair</li> <li>2. Normal operation</li> </ol>
Voice response acting up	<ol style="list-style-type: none"> <li>1. Bluetooth is connected</li> <li>2. Bad connection between chair and remote</li> </ol>	<ol style="list-style-type: none"> <li>1. Disconnect or turn off the Bluetooth on your music player</li> <li>2. Reconnect the remote and reboot</li> </ol>
Cannot restore position after reclining	Actuators lost power or overloaded	Check connectors and reboot the chair
Noise from foot roller	Bearings or parts need lubricating	Add grease to the parts that make noise
Remote screen is locked	Password protection is enabled	Enter default password "1234" to unlock or access all features of the chair

**Table 2: Trouble Shooting Guide**



**Note:** If problem(s) are not found in the trouble-shooting guide, please turn off power supply and contact the manufacturer for assistance.

### **MAINTENANCE INSTRUCTIONS:**

This product should be maintained on a regular basis to promote cleanliness and to keep the mechanical internal system in optimal working order. It is important to keep the chair free of dust and debris to ensure it runs smoothly and to prevent damage or injuries during operation. Some mechanical parts should also be adjusted and in some cases, lubricated periodically to keep it in good working order. Use only leather care products for cleaning and maintaining the leather. **Note:** Always turn off power switch and unplug the power cord before cleaning or servicing the chair.

User Height	Up to 6' 10"
User Weight	Up to 300 lbs.
Power Consumption	~150 Watts (Max)
Recline Angle	120-170 Degrees
Roller Track Length	60 in (152.4 cm)
Pre-programmed Auto Functions	9 Modes
Automatic Timer Shut-Off	Up to 30 Minutes
Leg Rest Length Extension	Up to 8 in
Chair Weight	~ 280 lbs.(127 kgs)
Max Height	~ 48 in (122 cm)
Max Width	~ 38 in (96 cm)
Max Length (Reclined)	~ 81 in (205 cm)

**Table 3: iRobotics 9 Series Specifications**

## **VIII. WARRANTY INFORMATION**

### **Introduction**

Luraco Health & Beauty, LLC is dedicated to offering our valued customers the best massage chair buying experience available. As part of this commitment, the company works very hard to provide customers with the best warranty plan available. We guarantee any defective massage chair will be repaired or replaced during the effective warranty period.

## What is covered in this warranty:

### 1) For Home Use:

- This warranty includes parts and in-home labor costs covered for the first 3 years at no cost to the customer.
- This warranty includes an addition two (2) years for parts at nocost to the customer.
- This warranty may require cooperation of chair's owner for some over-the-phone trouble-shootings.

Products	Application	In-House Service	Parts	Structural Frame
iRobotics 9 Series	Home Use	3 (Years) *	5 (Years)	5 (Years)

### 2) For Commercial Use:

- This warranty includes parts and labor costs covered for the first 6 months at no cost to the customer.
- This warranty includes an additional 6 months for parts at no cost to the customer.
- This warranty may require cooperation of chair's owner for some over-the-phone trouble-shootings.

Products	Application	In-House Service	Parts	Structural Frame
iRobotics 9 Series	Commercial Use	6 (Months) *	1 (Year)	1 (Year)

**\*Does not include Alaska, Hawaii, Puerto Rico, and International Sales**

### What is NOT covered:

- This warranty does not cover any loss or damage resulting from: improper installation, alterations or modifications of original condition or unauthorized repairs.
- This warranty does not cover damage resulting from improper use of electrical/power supply, electrical disturbances and power surges, cracked remote control screens, cosmetic changes, improper operating environment, or damage caused by animals or liquids of any kind.
- This warranty does not include any shipping expenses incurred.
- This warranty does not apply to normal wear-and-tear including

leather or fabric coverings.

- This warranty does not cover damages from floods, storms, fire or other natural disasters.
- The warranty does not apply if the product has been damaged physically, whether intentional, accidental or by neglect: including but not limited to stains, fluids, mold, water damage, pet or insect damage, cuts, burns, loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair; and products purchased from unauthorized dealers.
- Unnecessary service. If no problem is found by service technician, you may be charged for service calls, labor, and travel costs.
- Display models that have been on showroom floor for more than twelve (12) months are not covered under this limited warranty.
- Warranties are non-transferable and apply only to the original purchaser at the original location. If moving, please contact Luraco at 817-633-1080 before you move for more details.

### **Implied Warranty**

- Any implied warranties shall be limited to the duration of the 3-year portion of this warranty for home use and 6-month portion of this warranty for commercial use. With regard to structural frame, it is limited to the duration of the 5-year portion of this warranty for home use, and 1-year portion of this warranty for commercial use.
- In no case will Luraco be liable for incidental or consequential damages, whether such damages are claimed on basis of breach of warranty, breach of contract, negligence or strict/product liability, including without limitation, damage to property (other than the product) or other economic losses.
- Luraco shall not be liable for any personal injury, property, or any incidental or consequential damages of any kind resulting from malfunctions, defects, misuse, improper installation or alteration of this product.

### **Extended Warranty Plan**

Luraco's massage chairs come with a high expectation of performance and reliability, and should last for many years.

However, all products have a defective rate. If something does go wrong, Luraco offers a purchased Extended Warranty Plan.

**The Extended Warranty Plan provides home use customers an additional 2-years of comprehensive protection for Luraco's massage chairs. You can rest assured that your massage chair will be taken care of as soon as possible. Extended warranty must be purchased within the first three (3) years of original chair purchase. See Section IX for further information.**

**Note:** Extended warranty plan is available for in-home use application only. Luraco does not offer this plan for commercial use.

**How to get warranty service:**

- Customer may obtain service advice by contacting Luraco Health & Beauty LLC Customer Service Toll-free at 1-800-483-9930
- Customer must provide proof of purchase to claim any warranty.
- Customer must obtain a return authorization number in order to ship the chair to a service center.

**Important Return Instructions:**

If you decide to return a purchased chair to Luraco Health & Beauty, LLC, please follow the steps below:

1. A return must be coordinated by the dealer where the chair was purchased.
2. Dealer will get a return authorization by calling 817-633-1080 Option 2.
3. Carefully pack the item in its original carton or other suitable box to avoid damages in shipping.
4. Before packing your unit, be sure to enclose:
  - a. Your name with full shipping address and telephone number
  - b. A dated receipt for PROOF OF PURCHASE
5. Take pictures of your chair before packing it up.
6. Take pictures of boxes upon pick up for return shipping. Include documentation detailing the problem you are having with your chair.

**All shipping cost must be prepaid by the customer.**

## IX. DISCLAIMERS

Limited warranty and liability: Information in this document is believed to be accurate and reliable. However, Luraco Health & Beauty, LLC does not give any representations or warranties, expressed or implied as to the accuracy or completeness of such information and shall have no liability for the consequences of use of such information.

In no event shall Luraco Health & Beauty, LLC be liable for any indirect, incidental, punitive, special or consequential damages (including - without limitation - lost profits, lost savings, business interruption, costs related to the removal or replacement of any products or rework charges) whether or not such damages are based on tort (including negligence), warranty, breach of contract or any other legal theory.

Notwithstanding any damages that a customer might incur for any reason whatsoever, Luraco Health & Beauty, LLC aggregate and cumulative liability towards the customer for the products described herein shall be limited in accordance with the Terms and conditions of commercial sale of Luraco Health & Beauty, LLC.

Right to make changes: Luraco Health & Beauty, LLC reserves the right to make changes to information published in this document, including without limitation specifications and product descriptions, at any time and without notice. This document supersedes and replaces all information supplied prior to the publication hereof.

Suitability for use: Medical research has shown that the benefits of massage include pain relief and reduced depression. Overall better health and wellness have been reported with the use of massage.

However, this product is not intended to diagnose, treat, cure, or prevent any disease. It is not designed, authorized or warranted to be suitable for use in life support, life-critical or safety-critical systems or equipment, nor in applications where failure or malfunction of a Luraco Health & Beauty, LLC product can reasonably be expected to result in personal injury, death or severe property or environmental damage. Luraco Health & Beauty, LLC accepts no liability for inclusion and/or use of Luraco Health & Beauty, LLC products in such equipment or applications and therefore such inclusion

Limited warranty and liability: Information in this document is believed to be accurate and reliable. However, Luraco Health & Beauty, LLC does not give any representations or warranties, expressed or implied as to the accuracy or completeness of such information and shall have no liability for the consequences of use of such information.

## **X. EXTENDED WARRANTY REGISTRATION**

Your purchase already comes with a comprehensive 3-Year Warranty. However, you can still protect your investment with an additional 2-Year Extended Warranty, which can be purchased by calling **1-800-483-9930**. You may also fill out the enclosed warranty registration card and mail **with payment and a copy of your receipt to: Luraco Health & Beauty, LLC, Warranty Dept., 1140 107th Street, Arlington, Texas 76011-USA**. If you have already purchased your 2-Year Extended Warranty, please register your extended warranty purchase by mailing in the warranty registration card. **Note:** All fields are mandatory for processing.





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**PLEASE READ AND SAVE THIS IMPORTANT USER'S MANUAL**

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