

**EN**

With your inspiring rating, COSTWAY will be more consistent to offer you EASY SHOPPING EXPERIENCE, GOOD PRODUCTS and EFFICIENT SERVICE!

**DE**

Mit Ihrer inspirierenden Bewertung wird COSTWAY konsistenter sein, um Ihnen EIN SCHÖNES EINKAUFSERLEBNIS, GUTE PRODUKTE und EFFIZIENTEN SERVICE zu bieten!

**FR**

Avec votre évaluation inspirante, COSTWAY continuera à fournir une EXPÉRIENCE D'ACHAT PRATIQUE, des PRODUITS DE QUALITÉ et un SERVICE EFFICACE !

**ES**

Con su calificación inspiradora, COSTWAY será más consistente para ofrecerle EXPERIENCIA DE COMPRA FÁCIL, BUENOS PRODUCTOS y SERVICIO EFICIENTE.

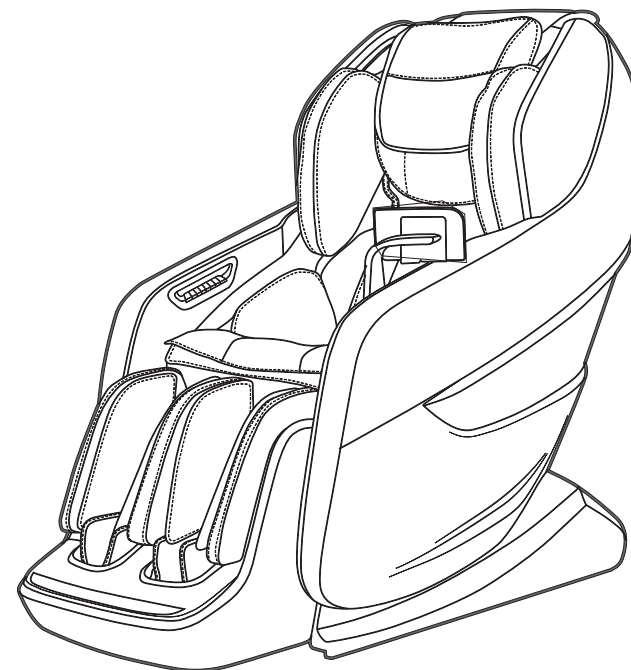
**IT**

Con la tua valutazione incoraggiante, COSTWAY sarà più coerente per offrirti ESPERIENZA DI ACQUISTO FACILE, BUONI PRODOTTI e SERVIZIO EFFICIENTE!

**PL**

Dzięki twojej opinii COSTWAY będzie mógł oferować jeszcze WYGODNIEJSZE ZAKUPY, LEPSZE PRODUKTY i SPRAWNIEJSZĄ OBSŁUGĘ KLIENTA.

**US** office: Fontana    **UK** office: Ipswich    **AU** office: Truganina  
**DE** office: FDS GmbH, Neuer Hölftigbaum 36, 22143 Hamburg, Deutschland  
**FR** office: Saint Vigor d'Ymonville    **PL** office: Gdańsk

**USER'S MANUAL****JL10022WL-BN**

Massage Chair

## **Safety Instructions**

### **Please follow the safety precautions listed.**

1. Please ensure you plug the massage chair into an appropriate electrical outlet.
2. Make sure the power plug is securely inserted into the electrical outlet to reduce the risk of short-circuit or fire.
3. Always unplug the massage chair from the electrical outlet immediately after use and before cleaning.
4. Do not use the massage chair outdoors or in direct sunlight or in places where the humidity is high. This could cause fading or other damage to the upholstery.
5. If the power goes off during use, turn the power switch to the off position and pull the power plug out from the socket to prevent damage from occurring when the power is restored.
6. Never operate the massage chair if the power cord is wet or damaged.
7. Never plug/unplug the power cord from the socket with wet hands.
8. Close and continuous supervision by a responsible adult is necessary when the chair is used by or near children or those with reduced physical, sensory or mental capabilities.
9. Use this massage chair only for its intended purpose.
10. Do not use any parts that are not provided by the manufacturer.
11. Do not stand, sit or jump on the leg rest, backrest or armrests to prevent damage or injury.
12. Do not place heavy objects on the chair.
13. Always keep the massage chair clean and never insert any object into the gaps on or around it.
14. Do not move the massage chair by pulling on the power cord.
15. Ensure that there is no person, pet or obstacle behind the chair prior to use.
16. When you suffer from any kind of disease, surgery, condition or illness and are unsure whether or not you should use the chair, seek medical advice before use.
17. If you experience pain during use, stop using the massage chair.
18. Never massage swollen or inflamed parts of the body.
19. Excessive use of the massage chair could be harmful to the body.
20. Position the massage chair where it is safe from vermin which can chew wires and damage the massage chair.

## **Product Maintenance**

### **Cleaning**

Never use scouring pads, abrasive cleaning agents or harsh chemicals to clean the chair.

1. Unplug before cleaning the massage chair.
2. Use a soft, dry cloth for daily cleaning.
3. When needed, wipe the outside panels and fabric with a soft, damp cloth and mild, soapy water then wipe with a dry cloth.
4. Clean the remote control with a dry cloth only.

### **Maintenance**

1. Unplug the massage chair.
2. Wipe dust and stains and keep the chair clean.
3. Keep away from high moisture areas.
4. If not in use for a prolonged period, use a dust-proof cover.

## After Use

1. Press the power button to turn off the massage chair and return the remote control to the holder.
2. Turn off the power switch.
3. Switch off the electrical power point.

## Troubleshooting & Specifications

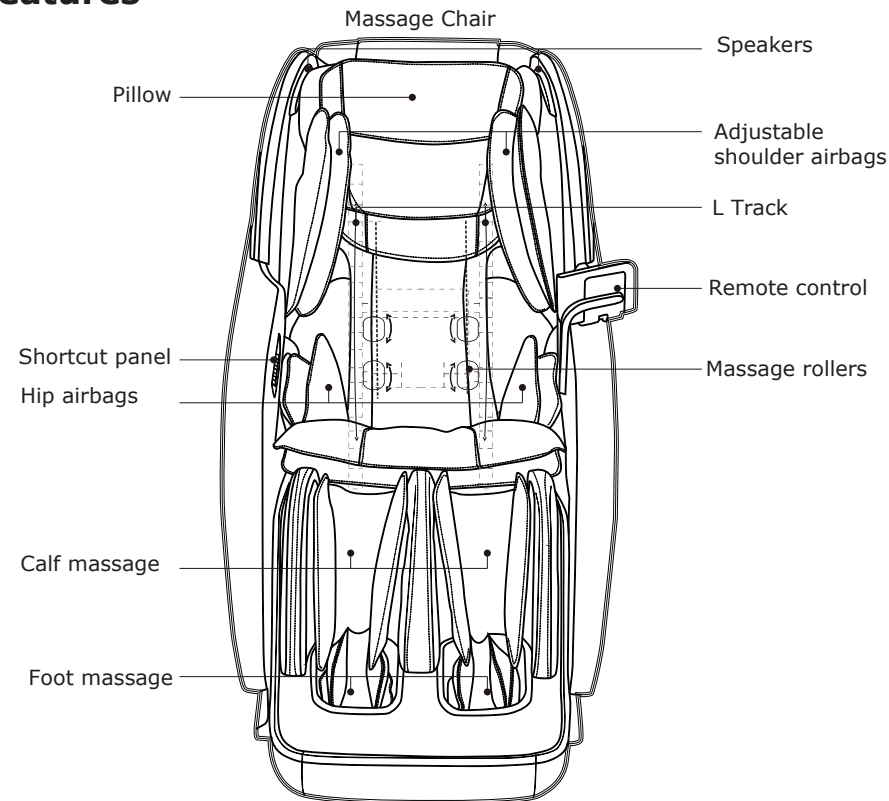
If abnormal sounds or movements are observed, please power off the massage chair by turning off the main power switch and removing the plug from the electrical outlet. Please contact us for further assistance.

Problem	Solution
The massage chair is connected to power but is not functioning	Check to see if the plug is inserted properly or if the power outlet is functioning properly. Check to see if the main power switch is on.
The remote control is responding but the massage chair is not functioning	The massage chair may have automatically shut down due to overheating protection. Please turn off the power and allow the chair to cool for 30-60 minutes.
Both the remote control and massage chair are not responding	The massage chair automatically goes into idle mode when a massage program is completed. Press the power button again to turn on the chair.

## Specifications

Description	Specifications
Product Name	Massage Chair
Rated Voltage	120V~
Rated Frequency	60Hz
Rated Power Consumption	200w
Carton Size	50.7"(L) x 32" (W) x 50" (H) 1290mm (L) x 816mm (W) x 1280mm (H)
Weight	Net 257LBS Gross 287LBS

## Features



## Assembly of Massage Chair

1. Unpack the massage chair as shown on the carton.
2. Remove accessories and place aside.

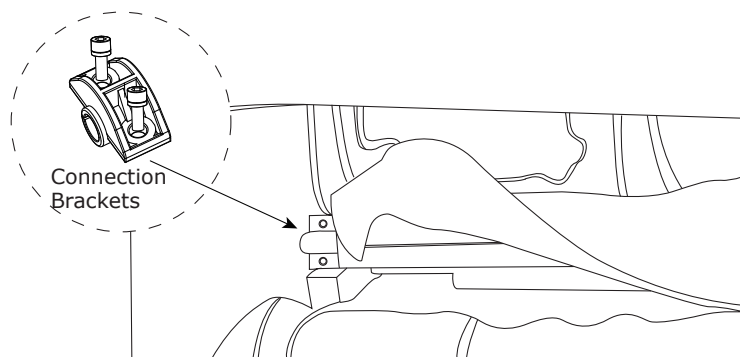
## Assembly of Leg Rest



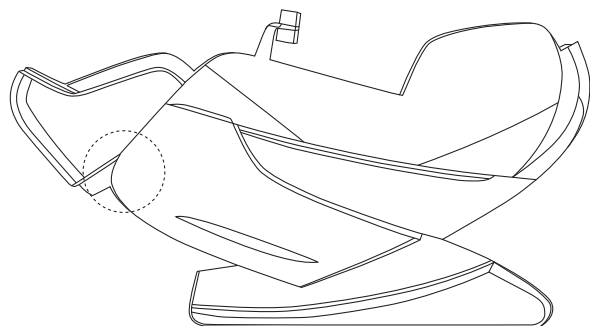
The above diagram shows the two connection points to connect the leg section.



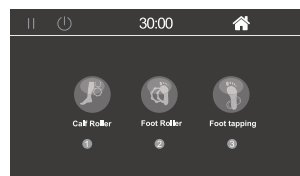
1. Place the pin shaft into the groove.



2. Connect holding bracket on both sides using screws provided.

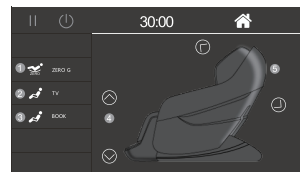


The above diagram shows the location of the air and electric connectors and steel brackets.



Leg Massage

- ① Calf roller massage
- ② Foot roller massage
- ③ Foot tapping massage



Angle Adjustment

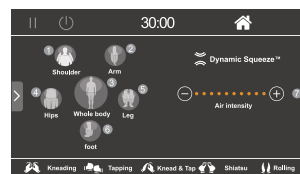
Touch and hold arrows to adjust chair angle to your desired position.

- ① Zero gravity angle
- ② Watch TV angle
- ③ Reading angle
- ④ Adjust leg rest
- ⑤ Adjust backrest



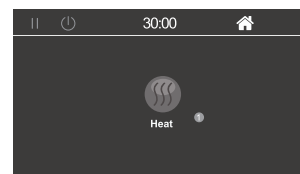
Massage Time

- ① Increase massage time by 5 minutes
- ② Massage time 10 minutes
- ③ Massage time 15 minutes
- ④ Massage time 20 minutes
- ⑤ Massage time 25 minutes
- ⑥ Massage time 30 minutes



Dynamic Squeeze/Air Selection

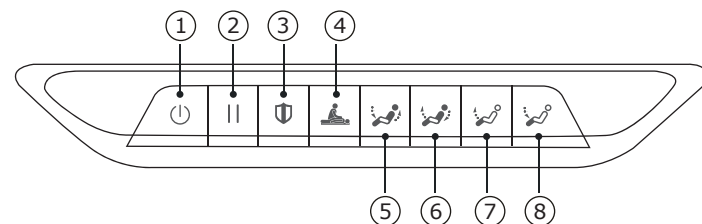
- ① Shoulder airbags
- ② Arm airbags
- ③ All airbags
- ④ Hip airbags
- ⑤ Leg airbags
- ⑥ Foot airbags
- ⑦ Air intensity



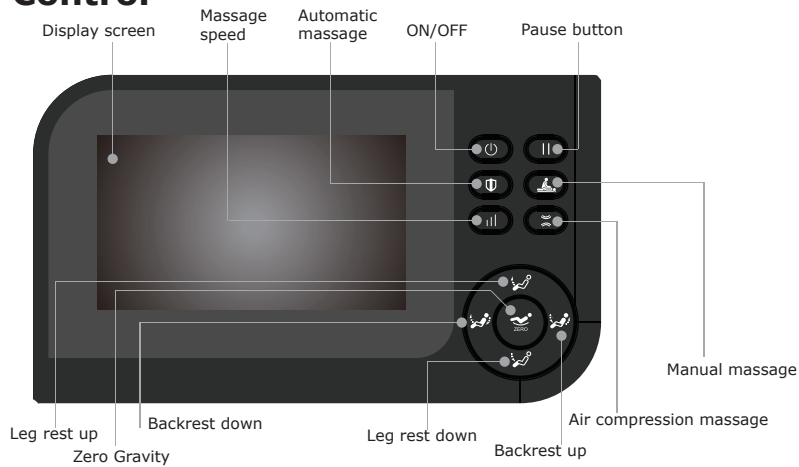
- ① Press to turn the heating on and off

### Shortcut Panel & After Use

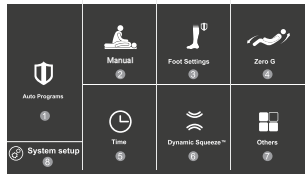
- ① ON/OFF button
- ② Pause button
- ③ Automatic massage
- ④ Manual massage
- ⑤ Backrest up
- ⑥ Backrest down
- ⑦ Leg rest up
- ⑧ Leg rest down



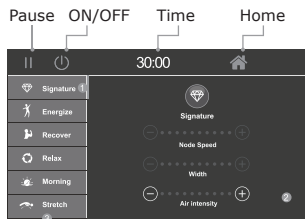
# Remote Control



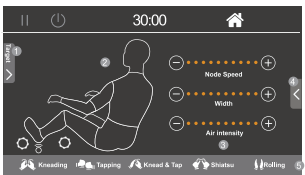
# Functions



Home Screen



Auto Programs



Custom Manual Massage

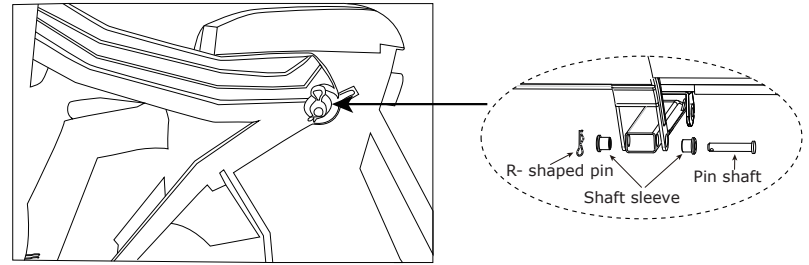


Targeted Massage

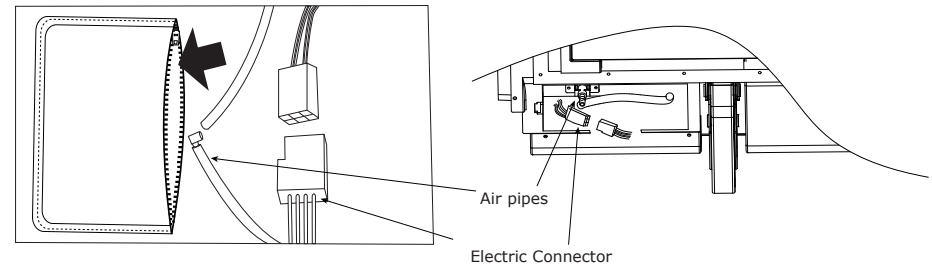
- ① Auto massage program
- ② Custom massage program
- ③ Leg massage program
- ④ Angle adjustment
- ⑤ Massage time
- ⑥ Dynamic Squeeze massage program
- ⑦ Other (heating, Bluetooth music)
- ⑧ Language and sound settings

- ① Select your desired Auto Program
- ② Adjust the intensity of the massage
- ③ Scroll down for more programs
- ① Select area to be massaged (see Targeted Massage below)
- ② Select location of massage
- ③ Select intensity of massage
- ④ Air selection
- ⑤ Select type of massage (Kneading, tapping, kneading/tapping combined, shiatsu, rolling)

- ① Full body massage
- ② Upper body massage
- ③ Lower body massage
- ④ Targeted massage



3. Connect the two steel arms using the pin as shown above.

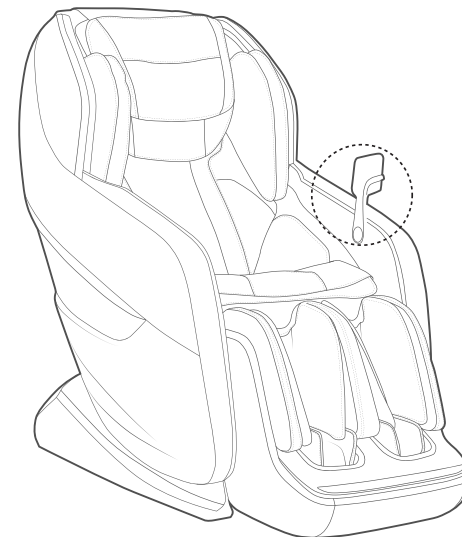


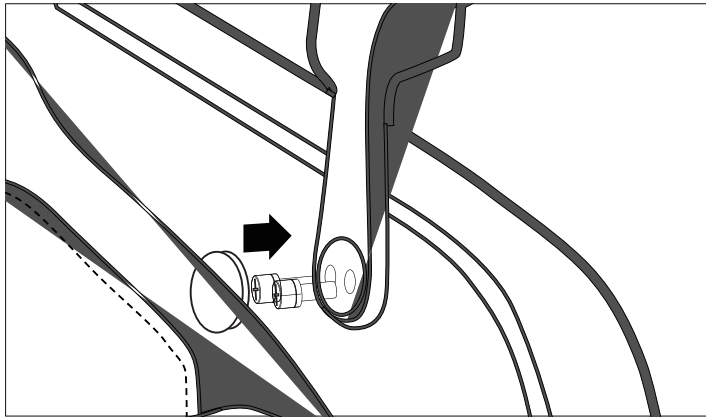
4. Join the air pipes.

5. Join the electric connector.

6. Once connected, place them in the zipped pocket on the side as shown.

# Assembly of Remote Control Holder

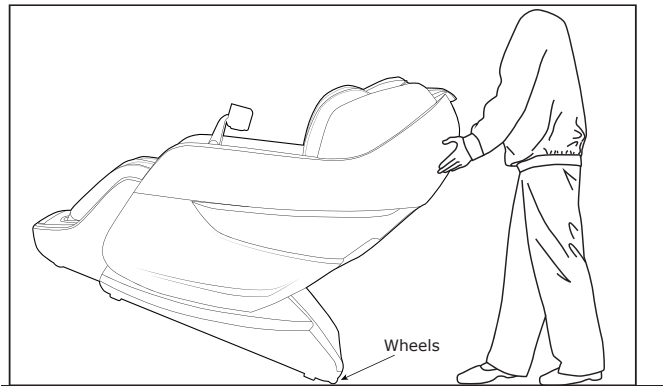




Connect the remote control holder using the screws provided, then cover them with the cap provided.

## Before Use

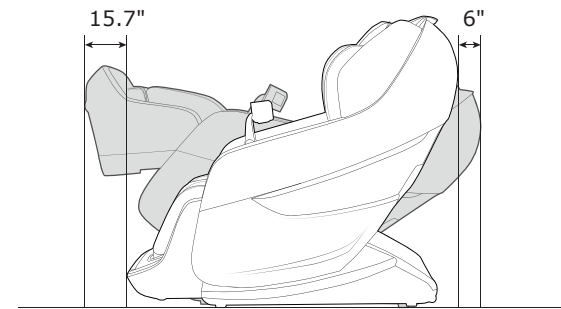
1. Move the massage chair.



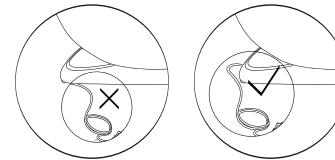
- A minimum of two people are recommended to move the chair.
- Push the backrest downwards and tilt chair onto its wheels at a 45° angle.
- Slowly push and move the chair to the desired location.
- Lower the chair slowly and smoothly until it is flat on the floor.

### Warning:

- Do not move the chair when occupied or in use.
- Moving the chair may cause damage to the floor. Floor protection is recommended.
- Do not drop or suddenly let go of the chair when moving as it may damage the chair.
- A minimum of two able-bodied people are recommended when moving the chair and extra care is required.

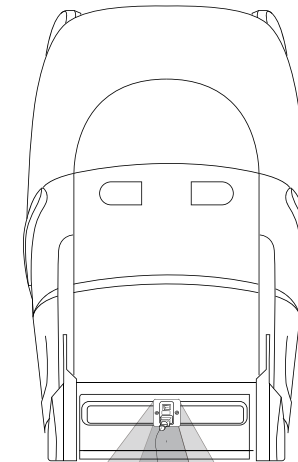


- Position the massage chair in your desired location. Allow sufficient space around the chair for reclining. Do not put the chair on wet or uneven floor. To avoid signal interference, place the chair 39"(1m) away from TVs and radios.

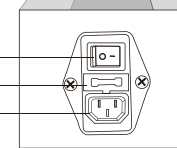


**Warning:**  
Ensure the power cord does not get caught under the chair.

3. Power the massage chair.



ON/OFF  
Safety Fuse  
Power Plug



4. Bluetooth Connection.

**Bluetooth pairing:** Turn on the Bluetooth function on your phone or device and search for "MusicStation\_xxx" to pair.

**Playing music:** After Bluetooth pairing is connected, play music from your mobile phone or connected device.



## **Costway Massage Chair Customer Warranty**

Costway products include the following warranty:

This Costway massage chair has a three-year warranty for both parts and labor.

Costway customer service will not issue Return Material Authorizations (RMAs) for products due to buyer's remorse. RMAs will be issued only when product has quality problem. Costway products will be either repaired by the customer or by an in-home technician.

### **Service And Technical Support:**

Customers can contact Costway's customer service department at 213-401-2666 at any time Monday through Friday or via email at [topsupport@costway.com](mailto:topsupport@costway.com) for warranty or service issues.

Customers are required to provide dated proof of purchase (sales receipt) when they contact Costway service department regarding a repair.



A Costway customer service representative will attend to most customer inquiries, however, in some cases, when necessary, a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. Costway customer service will verify that the unit has failed and provide instructions for repairing a unit. All applicable repairs, parts, shipping, handling, local tax, and a "per incident" fee will be charged for non-warranty repairs.

You can visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest terms and pricing depending on the type of issue or incident.

Proof of purchase (sales receipt) is required for all warranty repairs or service.

## **Extended Warranties:**

Costway offers extended warranty programs to enhance ownership of Costway products.

Extended warranty provides: A maximum 2-year limited repair or





replacement massage chair warranty with on-site service in certain areas.

Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest terms for extended warranties.

## **Product Repairs**

Many Costway product repairs may be performed by the customer in their own home with parts and instructions supplied by Costway, such as remote controller replacements that don't require a technician.

Customers may contact Costway's customer service department at [topsupport@costway.com](mailto:topsupport@costway.com) for warranty or service issues.

Floor Models and Demonstration Units have a prorated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by the retail partner. Proof of purchase (sales receipt) is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" rate.

Warranty Coverage Period: Warranty coverage begins on the date of customer purchase. Proof of purchase (sales receipt) is required for all



warranty repairs. The warranty period is measured by continuous calendar days based on a seven-day week.

**Field Service:** The Costway customer service department will diagnose the problem and schedule an authorized service provider to repair a chair in the customer's residence. If the area is not covered by Costway official or authorized service provider, after the Costway service team diagnose the problem and provide approval, customers may find their own qualified technician. Customers will be reimbursement once an invoice and proof of the technician's qualifications are submitted to the Costway customer service department. The value of reimbursement should not exceed the cost of a Costway official or authorized service provider.

**Parts:** All parts deemed necessary for repairs will be shipped to the customer at no charge.

## **CUSTOMER WARRANTY LIMITATIONS AND EXCLUSIONS**

Warranties are not valid in certain areas. Invalid areas in Canada: NT, NU, YT.



Postcodes start with AOK, AOP, AOR, A2V, GOG, G4T, JOM, ROB, TOP, TOV, VOT, VOL, VOV, VOW, XOA, XOB, XOC, XOG, XOE, X1A, YOA, YOB, Y1A.

Invalid areas in US: Alaska, Hawaii, Puerto Rico, and Guam.

The warranty only applies to Costway products and does not include any accessories or enhancements.

Field service requires pre-approval and must be performed by qualified technicians. Costway official and authorized field service is only available in certain areas. Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest information regarding authorized field service.

Softening of foams and filling composites in pillows, pads, and memory foam occurs naturally and does not constitute a defect under this warranty.

Fading, wear, and piling of fabrics occurs naturally and does not constitute a defect under this warranty.

Natural markings, grain, and dye variations in leather do not constitute a defect under this warranty.

Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped products, a malfunction of or damage to an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorms, hail, earthquakes, or exposure to other weather conditions), loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair.

Damage due to shipping and handling does not constitute a defect under this warranty.

Under no circumstance shall Costway or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical harm, and the like), even if any party has been advised of the possibility of such damages.

Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied



warranty or merchant ability or fitness for particular use.

Costway's sole liability and the purchaser's exclusive right shall be for the repair, or at Costway's option, for the replacement of defective part.

Notwithstanding the above, if replacements parts for defective materials are not available, Costway reserves the right to make substitutions in lieu of repair or replacement.

All warranties begin on the date of purchase; no allowance or extension is offered for delivery and/or installation.

Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.

## **Extended Warranty**

LIMITED REPAIR OR REPLACEMENT MASSAGE CHAIR WARRANTY WITH  
ON-SITE SERVICE

If you have a warranty or product question, please contact Costway's support team at 213-401-2666 at any time Monday through Friday, or via email at [topsupport@costway.com](mailto:topsupport@costway.com).



In the event you detect and report a defect in the workmanship or material of the Equipment, during the Service Period, then the Administrator shall provide the services hereinafter described.

Your purchase of the Extended Warranty shall constitute your acceptance to the terms of this Limited Warranty including the indemnification provisions.

1) DEFINITIONS - For the purpose of this Limited Warranty, the following terms shall have the following meanings:

- (1) "Equipment" shall mean a Costway product or system;
- (2) "Customer" shall mean only the residential end-user of the Equipment who is the original purchaser of the equipment from the Distributor, from an authorized reseller.
- (3) Usages of "you" or "your" refer to the Customer;
- (4) "Commencement Date" shall mean the date on which the Equipment is first purchased by a Customer from the Distributor or from an authorized reseller;
- (5) "Service Period" shall mean the period commencing on the Commencement Date;



(6) "Administrator" shall mean Costway. Usage of "we," "us," or "our" shall mean the Administrator. You may contact the Administrator if you have questions regarding this coverage. We can be reached by phone at 213-401-2666.

2) COVERAGE - During the Service Period, we will repair or replace, at our sole discretion, any defective Equipment. We will return the Equipment to a properly functioning state. To obtain such service, you must be able to provide us with the original, dated proof of purchase (sales receipt) for the Equipment. This Limited Warranty extends only to Customers. Only our representatives may perform repairs on the Equipment under this Limited Warranty. Replaced parts shall be covered under this Limited Warranty for the remainder of the Service Period or for thirty (30) days, whichever is longer. We will provide on-site service as necessary on regular workdays. Submission of the Extended Warranty Card form is not a condition precedent to obtaining service under this Limited Warranty. If a particular replacement part is not available from the manufacturer, we will make reasonable efforts to locate a compatible replacement part. If we are unable to locate a compatible part, we may replace your Equipment with a similar product. Under no circumstances



shall the retail replacement value exceed the original net price paid for the Equipment. In the event you choose not to accept a replacement for your Equipment, we shall no longer be responsible for making repairs under this Limited Warranty.

3) EXCLUSIONS - This Limited Warranty does not include service needed on Equipment as a result of any of the following:

- (1) Installation, set-up, moving, or relocation from the originally installed location;
- (2) Cosmetic changes, tears, or failure of fabrics, woods, foam, pads, plastics, upholsteries, exterior coverings, and damages and changes resulting from normal wear and tear;
- (3) Negligence, misuse, abuse, improper maintenance, electrical disturbances and power surges, acts of nature, or work, attachments, additions, alterations, or modifications by persons other than authorized Administrator service providers;
- (4) Failure by the Customer to use a high-quality surge protector during the entire Service Period; (5) Improper operating environments;





- (6) Any problem not involving a defect;
- (7) Damage or malfunction whatsoever caused by an animal or pet;
- (8) Damage or malfunction whatsoever caused by liquids of any kind;
- (9) Rental, business, commercial, institutional, or other non-residential use;
- (10) Unnecessary service requirement. If no problem is found upon diagnosis by us or any other third party, you may be charged our standard rate for shipping costs and parts;
- (11) Dropped products or components (including remote controls);
- (12) Use of any item with the Equipment that is not designated for use with the Equipment; and
- (13) Field service requires pre-approval and must be performed by Costway's authorized field service personnel. Field service is only available in certain areas. Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest information regarding field service.

4) YOUR RESPONSIBILITIES - You shall:

- (1) Operate the Equipment in an environment meeting the



requirements delineated in the Equipment's owner manual and other provided instructions;

(2) Protect the supply of electricity to the Equipment through the use a high-quality surge protection device;

(3) Permit no work on the Equipment except by our authorized service providers;

(4) Have an adult representative present whenever we provide support services;

(5) Perform telephone or email diagnostic procedures as requested by us;

(6) Safeguard and return (at our expense) all replacement parts shipped to you. Either the part to be replaced or the replacement part or item shipped to you must be returned to the Distributor upon request.

5) EXCULPATION AND INDEMNIFICATION - Our maximum liability under this Limited Warranty is limited to the cost of repairing or replacing defective Equipment. We shall not be liable to you for incidental and



consequential damages. Under no circumstances shall you or anyone else ever be deemed to be a third-party beneficiary of the agreement. We shall not be liable for, and you hereby indemnify and hold us and every authorized service provider innocent from, any and all loss, damage, claim, or cause of action, direct or indirect, incidental or consequential, occurring to you, or to the employees or agents of you, or to any other third party, or to the property of any of the foregoing, which may arise as a result of any defect covered by this Limited Warranty or as a result of any service performed under this Limited Warranty.

Exclusions:

- Any malfunction that is caused by circumstance beyond Costway's control.
- Damage or malfunction resulting from misuse or abuse including, but not limited to, damage from liquids of any kind, transit, shipping, relocation damage, incorrect voltage, operation contrary to what is detailed in the Owner's Manual, modification or repair by the user, use by anyone (whether the product is open or stowed) over weight capacity, or any use by more than one person at a time, outdoor usage, and any flood, fire, or other Acts of God.
- Normal wear and tear and all cosmetic damage to fabric or other exterior parts of the chair.



- Under no circumstances whatsoever shall Costway be liable for special, incidental, or consequential damages.

- Rental, business, commercial, institutional, or other non-residential use