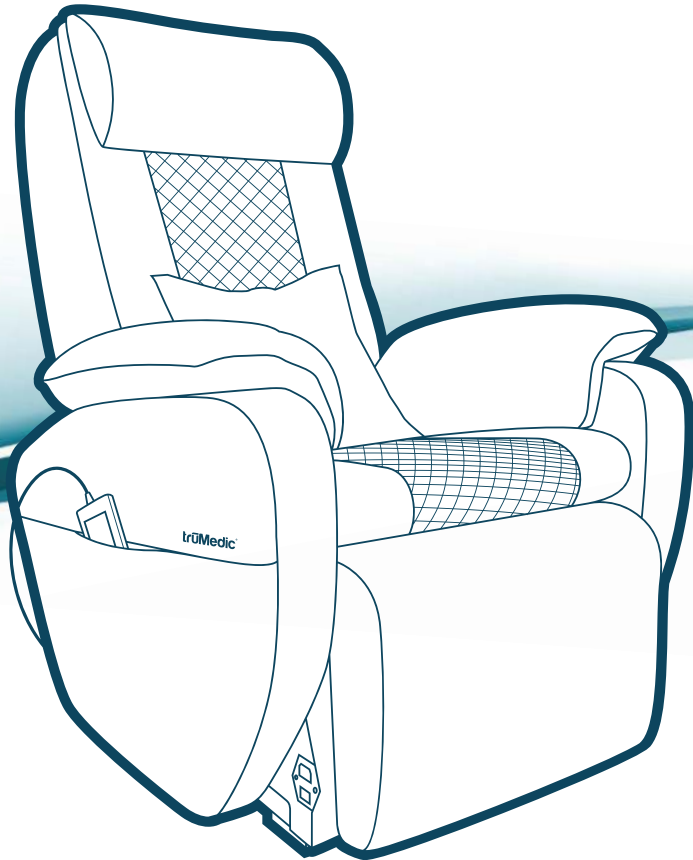


**truMedic**<sup>®</sup> *Live Life. Better.<sup>®</sup>*

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# InstaShiatsu<sup>®</sup>+ MC-2100 Massage Chair Instruction Manual



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## Important Safeguards

Welcome to your new truMedic® MC-2100 Massage Chair! Before using, please review the following instructions for safety and the best operating experience. Throughout this guide, we'll use several symbols that contain important information. To reduce risk of personal injury, fire, and shock, please review all these items carefully. Save this booklet for future use and reference.

	<p><i>If you see this symbol, the accompanying language will describe a warning for serious bodily injury or death.</i></p>		<p><i>The caution symbol denotes something that may cause an injury or property damage.</i></p>
	<p><i>Avoid engaging in the listed behaviors associated with this symbol.</i></p>		<p><i>Do not disassemble any part on your chair featuring this symbol. Doing so may increase the risk of harm or void any accompanying warranty.</i></p>
	<p><i>You must adhere to these guidelines when operating your new massage chair.</i></p>		<p><i>This symbol will provide directions on how to use a particular cable during assembly and use.</i></p>
	<p><i>This chair is not waterproof, avoid contact with any liquids.</i></p>		<p><i>This symbol denotes any fire or environmental hazards.</i></p>

## Warnings and Notes of Caution



### WARNING

#### **Avoid Using The MC-2100 if you belong to any of the following groups:**

- Those with osteoporosis.
- Those who have a pacemaker implant or other electrical medical implant.
- Those who are pregnant or in poor health should discuss use with a physician.
- Children under the age of 12.
- Anyone under the influence of alcohol or recreational drugs.

#### **Accident and injury warnings**

- Do not allow children, pets, or any objects in or around the chair while it is in an adjusted position or in operation.
- Close supervision is necessary while operating the chair by, on or near children, invalids or disabled persons.
- Immediately discontinue use and speak with a medical professional if you experience any strange or disorienting symptoms during use.
- Do not sleep in the chair.
- Do not sit or stand on the armrests.
- Avoid excessively targeting any one area of the body to reduce the risk of injury.
- Closely monitor any user who suffers from mobility difficulties.

#### **Fire and electrocution warnings**

- Always insert the plug into an appropriate power outlet.
- Never leave a plug sticking partly out of an outlet.
- Always turn off and unplug the chair when it is not in use or before cleaning.

#### **Fire and electrocution avoidance**

- Do not use a plug, cord, or outlet if you identify a poor or broken contact.
- Only use power sources that support the recommended voltage to reduce the risk of fire or electric shock.
- Do not use any damaged, twisted, knotted, or constricted power cords.

#### **Accident avoidance**

- Do not fold massage chair cushions if you plan to store the chair.
- Do not run this massage chair for long, uninterrupted periods. Follow all run-time recommendations listed in this manual.





### Notes on User Disassembly and Maintenance

- Contact a professional if your chair experiences water damage or begins to function improperly. Do not modify, disassemble, or perform unspecified maintenance.
- Do not attempt to repair or replace a damaged power cord or plug. Contact the service team at truMedic® or a professional dealer to receive a replacement.
- Do not remove or open any part of the chair for any reason.
- Contact a professional for repair if you notice any irregularities or damage in the cloth and synthetic coverings on your massage chair.



## CAUTION



### Avoiding Falls

- Always operate your chair on a flat and even surface.

### Preventing Wall and Chair Damage

- Always place the chair at least 20 inches from all walls to allow for proper positioning.

### Avoiding Injuries Associated With Excessive Use

- The maximum recommended massage time is 15 minutes. Try to change massage settings and positions every 5 minutes for best results. Failing to change positions frequently could result in discomfort.

### Avoiding Accidents and Injuries

- Check the power switch before plugging the massage chair into the outlet. The power switch should sit in the OFF position any time you unplug or plug in the chair.
- Fully insert the plug into the outlet before turning the chair ON.
- Turn off all controls and switches before unplugging the chair.

### Avoiding Electrocutation

- Look for cord and wire damage before using the massage chair.
- Follow all instructions for proper ground wire connectivity. The wire should not have any irregularities.



### Avoiding Accidents and Injuries

- Never step on the foot massager when it is in the open, extended position.
- Do not place your hands or feet in between gaps in the massage heads.
- Do not put your hands or feet in between spaces in mechanical components.
- Do not drop or purposefully insert objects into the massage chair slot.
- Do not sit, stand, or place heavy objects on chair components, including the armrests, leg rests, and backrests.
- Never stand on the chair.
- Do not attempt to move a chair while it's operating.
- Do not use massage areas for unintended body parts (e.g., do not put your head in the leg rest).
- Do not put unusual amounts of pressure on the backrest while the chair is reclined.
- Do not use chair in loose clothing or wearing jewelry. Keep long hair away from mechanical components of the chair.
- Avoid using the chair with exposed skin or while wearing sheer fabrics. Using the chair with improper clothing could lead to skin irritation.
- Empty your pockets before sitting in the chair.



### Avoiding Chair Damage, Discoloration, and Deterioration

- Do not place the chair in humid or wet environments, around sharp things, or near heat sources, including stoves.
- Never use an electric heating pad, blanket, or other heated device while using the chair.
- Do not use the chair in high-temperature areas.
- Do not use the chair in an outdoor environment.



### Avoiding Leaks and The Potential for Electrocutation Injuries

- Do not use or store your chair in a wet, humid, or exposed environment such as a swimming pool area or bathroom.
- Both the chair and the remote controller must remain dry at all times.
- Do not sit in the chair with wet or damp clothes.



### Avoiding electrocutation Injuries

- Follow all directions for installing the ground wire or contact a professional electrician for assistance.
- Never use a plug adapter. Contact a professional electrician if you do not have the appropriate outlet for installation.



### Avoiding Electrocutation Injuries or Fire

- Unplug the chair before cleaning.
- Unplug the chair if you notice any power damage or the potential for power-related damage (i.e., during thunderstorms).
- To unplug the chair, firmly grasp the plug (not the cord) to release the prongs from the outlet.

**Avoid accidents:**

- Always turn OFF and unplug your chair after a massaging session.
- Always turn the switch to the OFF position and unplug your chair during electrical outages.

### *FCC Statement*

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Introduction

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Welcome to your new truMedic® MC-2100 Massage Recliner! You now have your own very own personal massage therapist in the comfort and convenience of your own home.

### *Your MC-2100 has the following features*

- 3 different massage cycles: Stretch, fatigue relief, and relax.
- 3 different shiatsu massage modes: Kneading, tapping, and kneading/tapping.
- S-track roller system.
- Adjustable reclining seat with built-in leg rest.
- Vibration massagers on the seat and leg rest.

### **As you begin to familiarize yourself with your massage chair, keep in mind**

- The image of your chair is a guide, not an exact replica of the chair. Always refer to your own model as you follow these instructions.
- Store this instruction manual in a convenient place for future reference.
- Please read all warnings, cautions, and prohibited actions before using this chair.

**truMedic® reserves the right to change the design specifications of the MC-2100 without notice.**



## Operating Your Massage Chair

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Please read all the following instructions to ensure safe and effective operation of your MC-2100 massage chair.

### Turning On Your Chair:

1. Insert the power cord into an approved socket.
2. Ensure the power switch is in the "ON" position (located on the lower right side of the chair.)
3. Use the ON/OFF button located at the top of the remote controller to begin operation and cycle through available programs.

### Starting and Ending a Massage Session:

1. To begin a massage session, use the remote controller to navigate to your desired settings, vibration, and speed. Learn more about these options in the Remote Controller Usage Guide.
2. When a massage session ends, the chair will automatically turn off.

### Warnings and Attention About Operation

- If you notice damage to the synthetic surface, please discontinue use and contact [service@trumedic.com](mailto:service@trumedic.com).
- To reduce risk of injury, only use in a socket with approved voltage.
- Do not stand while using this massage chair. If you want to stand, turn the massage program "OFF" using your remote controller.
- Before using your massage chair, ensure there are no personal belongings trapped between the gaps of the arm rests, leg rests, and seat frame.

## Understanding Your Chair

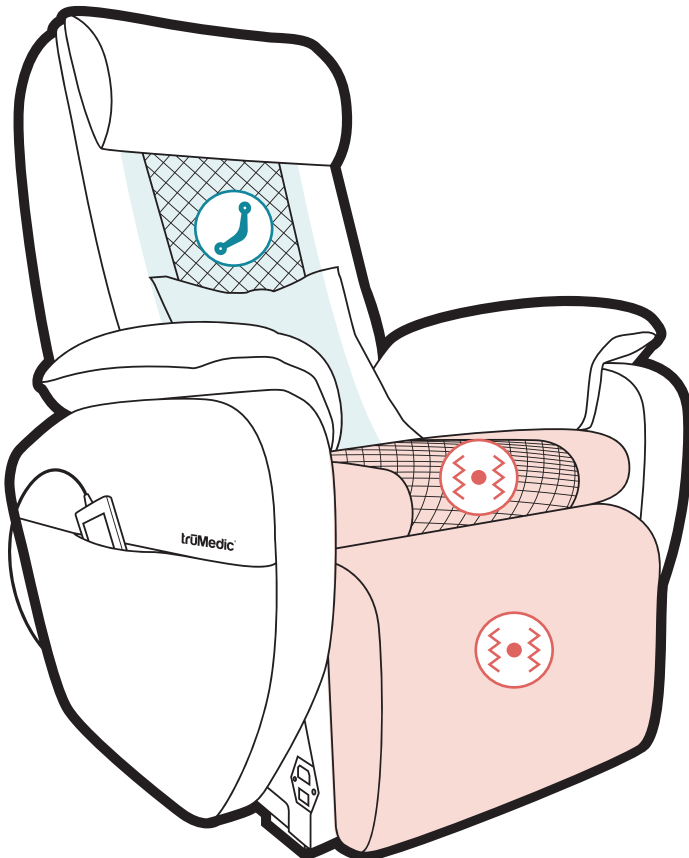
Take the time to review the graphics available below and familiarize yourself with the distinctive parts of your new massage recliner. As soon as you unbox your chair, use the components listing to verify that you have all necessary parts. Contact truMedic® at [service@truMedic.com](mailto:service@truMedic.com) if you are missing any pieces.

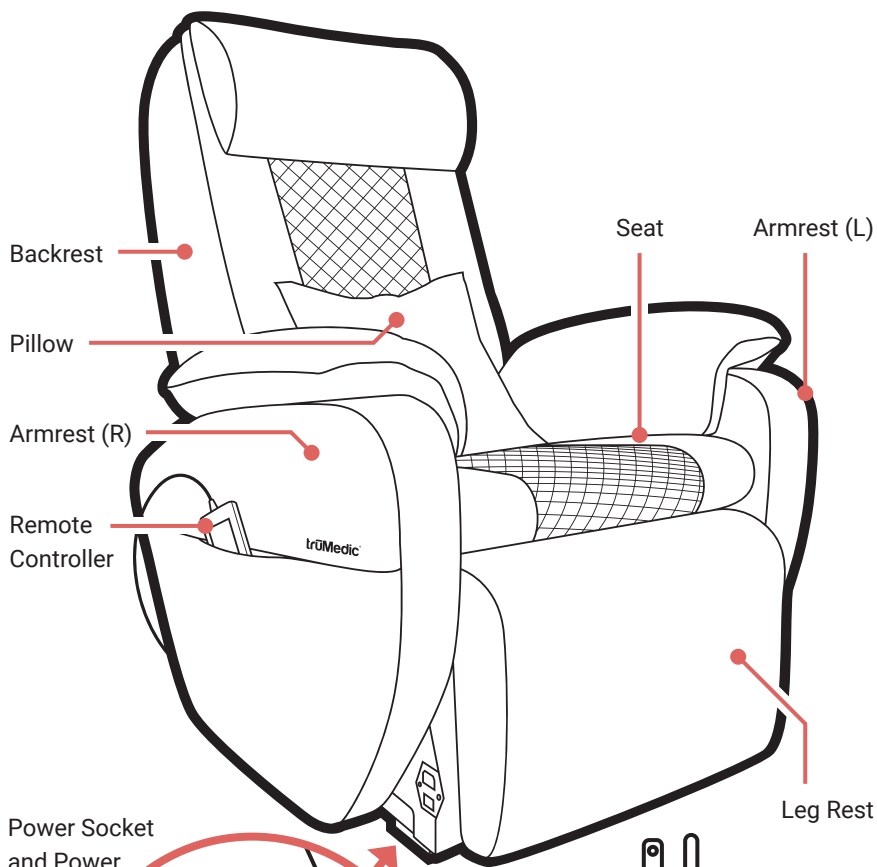


Roller Massage Area  
(Along the Backrest)

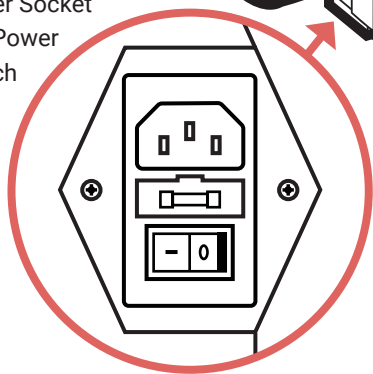


Vibration Massage Areas  
(Seat and Leg Rest)

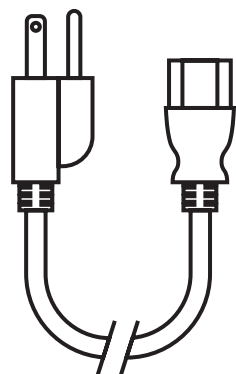




Power Socket  
and Power  
Switch



Power  
Cord











# 10 USING THE REMOTE CONTROLLER

## Using the Remote Controller

### Special Notes

1. To ensure effective operation, do not press two or more keys at the same time.
2. Seat yourself comfortably in the chair before turning on or selecting any massage program.
3. Do not spill liquids onto the remote controller. If the remote controller encounters liquids, please turn the chair off using the switch on the lower right side of the chair and unplug immediately.
4. To prevent malfunction, do not place heavy objects in the chair or allow children to play in it.



	<p><b>ON/OFF:</b> Toggles power on and off, returning the rollers back to their initial position.</p>
	<p><b>Stop/Pause:</b> Pauses your massage cycle, ceasing all massage chair functions at once.</p>
	<p><b>Massage Cycle Selection:</b> Toggle between 3 different massage cycles: Stretch, Fatigue Relief, and Relax.</p>
	<p><b>Roller Position Adjustment:</b> Manually adjusts the rollers to target specific areas on the backrest.</p>
	<p><b>Seat Vibration:</b> Toggle between high and low seat vibration level.</p>
	<p><b>Massage Mode Settings:</b> Toggle between 3 different shiatsu massage modes: Kneading, tapping, and kneading/tapping.</p>
	<p><b>Massage Adjustment:</b> Adjust the location of your massage, the strength of the massage, and the width of the massage rollers on the backrest</p>
	<p><b>Adjustable Recline:</b> Adjust the angle of recline.</p>

## Adjusting Your MC-2100 Massage Chair

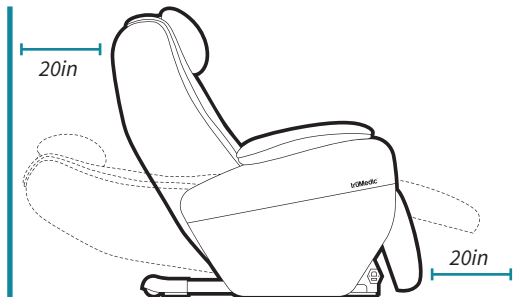


	Do not place your chair near any areas that may suffer from moisture or wetness.
	Avoid placing your chair in direct sunlight or near heating appliances.
	Always place your chair on an even and supported surface to avoid accidents and injuries.

### Placing Your Massage Chair

#### What to Do Before Using Your Chair:

- Check the clearance by fully extending your chair in all directions. Make sure there are no obstacles in your way such as pets, children or side tables.
- Monitor the power plug and source. Clean the plug and cord routinely to avoid dust buildup. Make sure the plug rests comfortably and protected between the power source and the chair. The cord should never sit under a heavy object or appear to have kinks, stretching or knots.
- Place the chair away from walls. The chair should sit out at least 20 inches from the wall starting from the backrest and at least 20 inches from the front of the leg rest.



Distance from Wall (Front and Back)



Do not move your chair when the power is ON or the chair is plugged in. Never allow the chair to fall down to the floor on the backrest, as this may result in damage

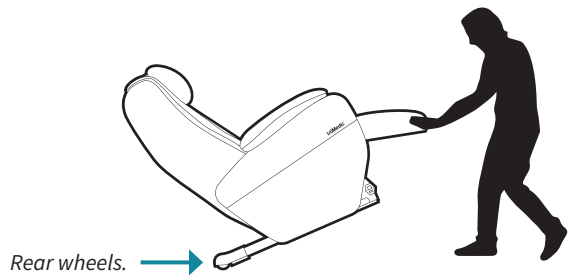
## *Tips for moving your massage chair*

### **Moving Your Chair to the Right Place Easily and Successfully**

- Wrap and place all cables in the seat of your chair to keep them out of the way and free from damage.
- Do not slide the chair on its base, it may damage your floor. Instead lift the chair onto its rear wheels and/or ask someone to help you.
- Keep the power off and the plug/power cord away from the floor until you are ready to plug the chair back into an outlet. Leave the chair standing in a safe position to prevent the back from falling to the floor.

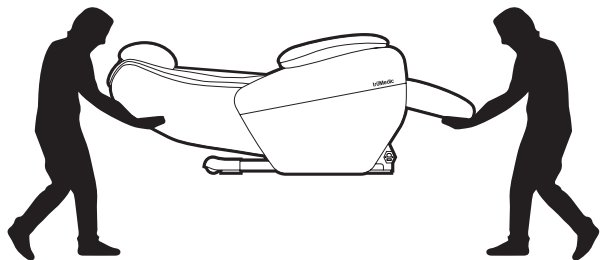
### **Moving With 1 Person**

*Lift the chair from the leg rest and move using the rear wheels.*



### **Moving With 2 People**

*One person lifts by holding the leg rest while the other person lifts while holding the fully-reclined backrest.*



## Cleaning and Maintenance

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### *Cleaning Your Massage Chair*

Your massage chair contains synthetic, plastic, and metal components. Routine cleaning with a dry microfiber cloth can help your massage chair look clean and shiny.

Only use a dry cloth to clean the product's remote controller.

#### **Cleaning the Synthetic Surfaces:**

Your MC-2100 has synthetic upholstery. You can clean these surfaces with a damp cloth and neutral detergent if necessary.

#### **Special Notes:**

- Before cleaning your massage chair, confirm that your chair is in the "OFF" position and unplug from the wall socket.
- Never use a damp cloth to clean the remote controller.
- Keep your chair away from heat, fire, or exposure to direct sunlight.
- Never clean your chair with organic solvent or bleach. Only use a neutral detergent solution on the components of the MC-2100.
- Never submerge your chair in water or saturate it with liquid. This poses a risk of electrocution or fire.



## Troubleshooting

If you experience difficulties while using your chair, refer to this section of the operation manual. Contact truMedic® if this section does not address the problem you experience.

Problem	Solution
My massage chair isn't operating when I select a program.	Ensure the chair is fully plugged in.
	Check to make sure the power switch is in the "ON" position on the bottom right side of the chair.
	Choose a mode on the remote controller.
	The chair has a burned out fuse. Replace it with the appropriate fuse.
	The problem lies within an inner circuit. Contact truMedic® customer service at <a href="mailto:service@truMedic.com">service@truMedic.com</a> .
My massage chair makes a lot of noise during operation.	You are likely hearing the noise from the motor and other mechanical parts. Some noise is normal.
My massage stopped unexpectedly during a session.	The massage cycle of 15 minutes may have ended.
	You may have been using your chair for too long. Wait 30 minutes before selecting another cycle.
	There is a mechanical problem. Contact <a href="mailto:service@truMedic.com">service@truMedic.com</a> for further assistance.
The electrical wire is hot to the touch.	This may occur from overuse. Allow your chair to rest for 30 minutes and try again.



If you notice any signs of overheating, turn off your unit and unplug immediately. Contact an authorized maintenance professional for more information.

This troubleshooting guide provides examples of common issues but is not a comprehensive resource. Should you experience issues with your chair, discontinue use and contact truMedic® at [888-264-1766](tel:888-264-1766) or [service@truMedic.com](mailto:service@truMedic.com).

### NOTE:

- For repairs, please contact the distributor or after sales service. For more information, refer to your enclosed warranty card.
- Any questions directed to customer service may be recorded for training purposes.
- The instructions of specifications of this product may change without notice.
- Should your chair need repair, customer service can help you find a qualified repair center.

## Warranty Information

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### **TWO (2) YEAR LIMITED WARRANTY**

truMedic® warrants this truMedic® Massage Chair against defects in materials and/or workmanship under normal use for a period of TWO (2) YEAR from the date of purchase by the original purchaser ("Warranty Period"). Normal use is defined as use by an end-user in a residential location. If a defect arises and a valid claim is received within the Warranty Period, at its option, truMedic® will either 1) repair the defect at no charge, using new or refurbished replacement parts, or 2) replace the truMedic® Massage Chair with a new or refurbished truMedic® Massage Chair OR 3) provide a credit in the amount of the purchase price of the original product. A replacement product or part, including a user-installable part installed in accordance with instructions provided by truMedic®, will be covered for the remaining warranty period of the original product. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes truMedic® property. When a credit is given, the original product must be returned to truMedic® and becomes truMedic® property.

Obtaining Service: To obtain warranty service, call the truMedic®

Warranty Service at 888-264-1766 or contact the company via email at [service@truMedic.com](mailto:service@truMedic.com). Please be prepared to describe the truMedic® Massage Chair model that needs service and the nature of the problem. Proof of purchase is required. All repairs and replacements must be authorized in advance. Service options, parts availability and response times will vary.

Limits and Exclusions: Coverage under this Warranty is limited to the United States of America, excluding the U.S. Territories of Guam, Puerto Rico, and the U.S. Virgin Islands and including Canada. This Warranty applies only to products manufactured by truMedic® that can be identified by the "truMedic®" trademark, trade name, or logo affixed to them or their packaging. The Warranty does not apply to any non-truMedic® products. truMedic®, in so far as permitted by law, provides these products "as is." This warranty does not apply to: a) damage caused by failure to follow instructions relating to product's use or the installation of components; b) damage caused by accident, abuse, misuse, fire, floods, earthquake or other external causes; c) damage caused by service performed by anyone who is not a representative of truMedic®; d) accessories used in conjunction with a covered product; e) a product or part that has been modified to alter functionality or capability; f) items intended to be periodically replaced by the purchaser during the normal life of the product including, without limitation, batteries or light bulbs; g) any product sold "as is" including, without limitation, floor demonstration models and refurbished items; or h) a product that is used commercially or for a commercial purpose.

TRUMEDIC® SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, TRUMEDIC® DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF TRUMEDIC® CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY. Some states disallow the exclusion or limitation of incidental or consequential damages or how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

## Technical Specifications

<b>Name</b>	MC-2100 Massage Recliner
<b>Rated Voltage</b>	AC 120V - 50Hz
<b>Power</b>	105w
<b>Rated Time</b>	15 minutes
<b>Weight</b>	Approx. 110 lbs
<b>Chair Size (L×W×H)</b>	40 × 28 × 42.5 in (61 × 28 × 23.6 in Reclined)
<b>Packing Size (L×W×H)</b>	61.8 × 29.5 × 25 in
<b>Kneading Speed</b>	Approx. 11 to 30 times per minute (3 levels)
<b>Tapping/Knocking Speed</b>	Approx. 280 to 490 times per minute (3 levels)
<b>Roller Speed</b>	33 second cycle (approx 1 in/sec)
<b>Reclining Angle</b>	Approx. 115° – 160° against flat ground
<b>Outer Material Cover</b>	Artificial Leather
<b>Recommended User Weight</b>	220 lbs



**TRUCORE DISTRIBUTORS, INC.**

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**LOCATION** 252 Indian Head Rd. Kings Park, NY 11754

**TEL** 888-264-1766

**E-MAIL** [service@truMedic.com](mailto:service@truMedic.com)

**WEBSITE** [www.truMedic.com](http://www.truMedic.com)