

# ET-400/Venus MASSAGECHAIR

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INSTRUCTION MANUAL AND WARRANTY INFORMATION

ONE YEAR LIMITED WARRANTY



# Hello.

Congratulations on purchasing your new Ergotec ET-400/Venus.

At Ergotec we understand that every body is different and have carefully designed your massage chair with that in mind. But enough about us, this is about you. Learning how to use your new chair is simple (we designed it that way).

So let's get started.

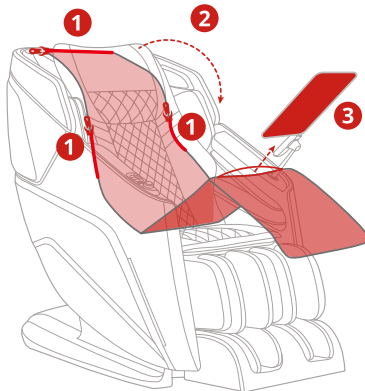
## We Can Help.

Our team will respond quickly to help you solve any issues

**1.877.977.0656**

Need a deeper massage?  
Remove Softening Pad

- 1 Unzip
- 2 Fold Down
- 3 Remove Pad



Scan QR Code to Visit Website



Scan QR Code for Operation Video



Scan QR Code for Service Support



For replacement parts and tech support, please call our service and warranty phone number, or visit [www.ergotecusa.com](http://www.ergotecusa.com)

# IMPORTANT SAFETY INSTRUCTIONS

WHEN USING ELECTRICAL PRODUCTS, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

READ ALL INSTRUCTIONS BEFORE USING.

## **DANGER** – TO REDUCE THE RISK OF ELECTRIC SHOCK:

- Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
- Never use pins or other metallic fasteners with this appliance.

## **WARNING** – TO REDUCE THE RISK OF BURNS, FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS:

- An appliance should NEVER be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts or attachments.
- NOT for use by children.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in this manual. DO NOT use attachments not recommended by Ergotec; specifically, any attachments not provided with the unit.
- NEVER operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Contact Ergotec Service Center for examination and repair.
- Use heated surfaces carefully. May cause serious burns. DO NOT use on sensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- Keep the cord away from heated surfaces.
- NEVER drop or insert any object into any opening.
- DO NOT use this massager in close proximity to loose clothing, jewelry.
- DO NOT operate where aerosol (spray) products are being used or where oxygen is being administered.
- DO NOT operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- DO NOT carry this appliance by supply cord or use cord as a handle.
- To disconnect, turn all controls to the “off” position, then remove plug from outlet.
- DO NOT use outdoors.
- NEVER operate the appliance with the air openings blocked. Keep the air openings free of lint, hair and the like.

# SAVE THESE INSTRUCTIONS

## CAUTION – PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE OPERATING.

- This product is not intended for medical use. It is intended only to provide a luxurious massage.
- Consult your doctor prior to using this product, if
  - You are pregnant
  - You have a pacemaker
  - You have any concerns regarding your health
- NOT recommended for use by diabetics.
- NEVER leave the appliance unattended, especially if children are present.
- DO NOT use this product for more than 30 minutes at a time.
- Extensive use could lead to the product's excessive heating and shorter life. Should this occur, discontinue use and allow the unit to cool before operating.
- NEVER use this product directly on swollen or inflamed areas or skin eruptions.
- DO NOT use this product as a substitute for medical attention.
- This product should NEVER be used by any individual suffering from any physical ailment that would limit the user's capacity to operate the controls or who has sensory deficiencies in the lower half of their body.
- This appliance is intended for household use only.

# MAINTENANCE

## **TO STORE**

Place massage chair in its box or in a safe, dry, cool place. Avoid contact with sharp edges or pointed objects which might cut or puncture the fabric surface. To avoid breakage, do not wrap the power cord around the unit. Do not hang the unit by the hand control cord.

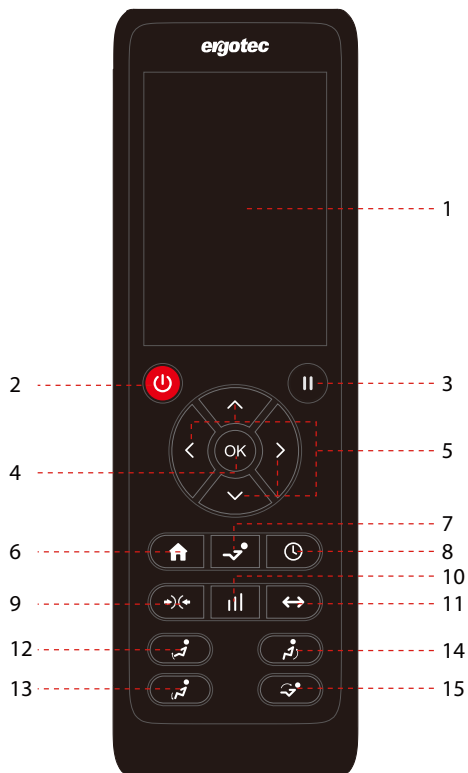
## **TO CLEAN**

Unplug the unit and allow it to cool before cleaning. Clean only with a soft, slightly damp sponge. Never allow water or any other liquids to come into contact with the unit.

- DO NOT immerse in any liquid to clean.
- NEVER use abrasive cleaners, brushes, gasoline, kerosene, glass / furniture polish or paint thinner to clean.
- DO NOT attempt to repair the ET-400/Venus without guidance from the Ergotec service department. For service, call the consumer relations telephone number listed in the warranty section.

# HOW TO USE

Connect the chair to a power supply, then turn the switch to the "I" position. The chair is now in idle mode. During the idle mode, only the on/off, zero gravity, legrest angle adjust, chair angle adjust buttons can be operated.



## **1. LCD SCREEN**

Displays massage procedures. Time, speed, airbag, width and 3D massage roller positions, etc.

## **2. ON/OFF**

Long press 1 second to power on or power off.

## **3. PAUSE**

Press this button once to halt current massage function and countdown timer. Press this button again to cease the "Pause" function and resume previous massage functions, as well as countdown timer.

## **4. OK**

Press this button to confirm the selected function.

## **5. ARROWS**

**The four direction arrows include: up, down, right, and left.**

For example, in an auto program, "<" & ">" can be used to adjust the 3D roller strength.



## **6. AUTO MESSAGE**

Press this button to enter into the auto message programs page to choose a new message function.

## **7. ZERO GRAVITY**

Press this button in order to activate the zero gravity position.

## **8. TIMER**

When a massage function is activated, the timer is preset at 15 minutes. Every single press on this button will change and save the timer in the sequence of "20>25>30>5>10>15>20" minutes.

## **9. AIR INTENSITY**

**The intensity adjustment button for air pressure massage has 5 levels of intensity.**

When the air massage function is engaged, every single press on this button will change the air intensity in the sequence of "Lv1> Lv2>Lv3>Lv4>Lv5".

## **10. MESSAGE SPEED**

Every single press on this button will change the massage speed in the sequence of "Lv1> Lv2>Lv3>Lv4>Lv5".

## **11. WIDTH**

Every single press on this button will change the massage width in the sequence of “Narrow > Medium >Wide”.

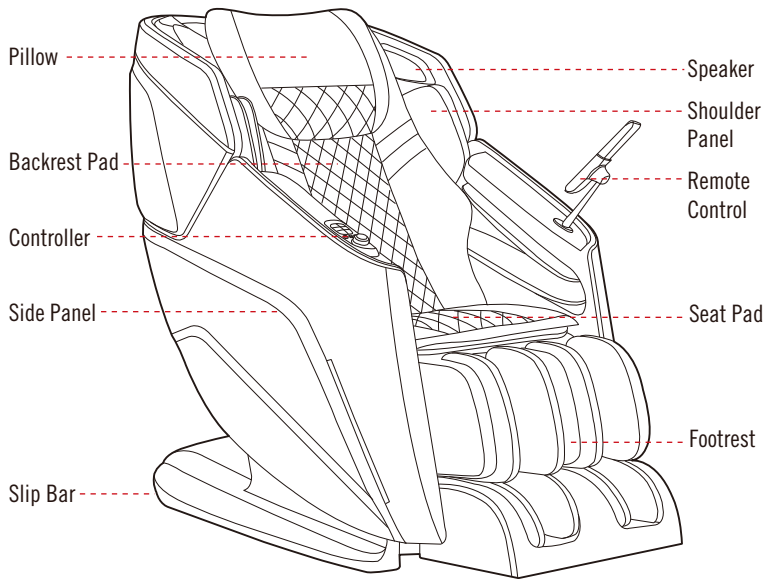
## **12/13. LEGREST RECLINE AND RESTORE**

Keep pressing either button until the legrest reaches your desired position.

## **14/15. CHAIR RECLINE AND RESTORE**

Keep pressing to comfortably lay flat or to restore the chair to its original upright position.

# FEATURES



Note: The speaker will only operate when the massage chair is in operation.



To play music using your massage chair's speakers, please connect your smartphone, tablet, or other electronic device to your chair using bluetooth.



## ONE YEAR LIMITED WARRANTY

Cozzia USA, LLC sells Ergotec Massage Chair Model No. ET-400/Venus (the "Ergotec Massage Chairs") with the intent that they are free of defects in manufacture and workmanship for a period of one year from the date of original purchase, except as noted below. Cozzia USA, LLC warrants that the Ergotec Massage Chairs will be free of defects in material and workmanship under normal use and service. This warranty extends only to consumers and does not extend to retailers.

Ergotec Massage Chairs have the following warranty:

The Ergotec Massage Chair ET-400/Venus has a one year labor and parts warranty. Ergotec's customer service will not issue Return Material Authorizations (RMAs) for products. Ergotec Massage Chairs will be either repaired by the consumer or by an in-home technician. Ergotec will not issue Return Material Authorizations (RMAs) for buyer's remorse.

### Service And Technical Support

Consumers may contact Ergotec's customer service department at 1-877-977-0656 between 9:00 am and 5:30 pm PST, Monday through Friday or get help at <https://ergotecusa.com/pages/service-request>.

Consumers are required to provide the unit serial number and dated proof of purchase (sales receipt) when they contact the Ergotec service department regarding a repair.

A Ergotec customer service representative will attend to most consumer inquiries, but in some cases a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. Ergotec 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 and support calls.

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

### Extended Warranties:

Ergotec offers extended warranty programs to enhance the ownership of your massage chair. Please call Ergotec customer service at 877-977-0656 for details and pricing.

## Product Repairs

- 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 is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a “per incident” charge.
- Warranty Coverage Period - Warranty coverage starts at the time that the consumer PURCHASES their chair. Proof of purchase is required for all warranty repairs. The warranty time period is measured by continuous calendar days based on a seven-day week.
- Field Service - Ergotec customer service department will diagnose and schedule an authorized service provider to repair the chair in the consumer’s residence.
- Parts - All parts deemed necessary for repairs will be shipped to the consumer at no charge by the Ergotec service department. Some Ergotec product repairs may be performed by the consumer in their own home with parts and instructions supplied by Ergotec, such as remote controller replacements that don’t require a technician.

## CONSUMER WARRANTY LIMITATIONS AND EXCLUSIONS

- Warranties are only valid in the 48 contiguous United States and Canada and are contingent upon the consumer operating the chair according to the corresponding instruction manual.
- The warranty only applies to Ergotec products and does not include any accessories or enhancements.
- Field service requires pre-approval and must be performed by Ergotec’s authorized field service personnel.
- Field service is only available in the United States and in major metropolitan areas in Canada.
- 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.
- 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 product, a malfunction or damage of 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, windstorm, hail, earthquake or exposure to weather conditions), or otherwise awaiting parts or repair.

- Damage due to shipping and handling does not constitute a defect under this warranty.
  - Under no circumstance shall Ergotec or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical and the like).
  - Warranties are non-transferable.
  - Ergotec's sole liability and the purchaser's exclusive remedy shall be for the repair, or at Ergotec's option, for the replacement of the defective part.
  - Notwithstanding the above, if replacement parts for defective materials are not available, Ergotec 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.
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#### **FOR SUPPORT IN THE USA:**

**Get Help at <https://ergotecusa.com/pages/service-request>**

Monday-Friday 9:00am-5:30pm PST

1.877.977.0656



 **ergotec**