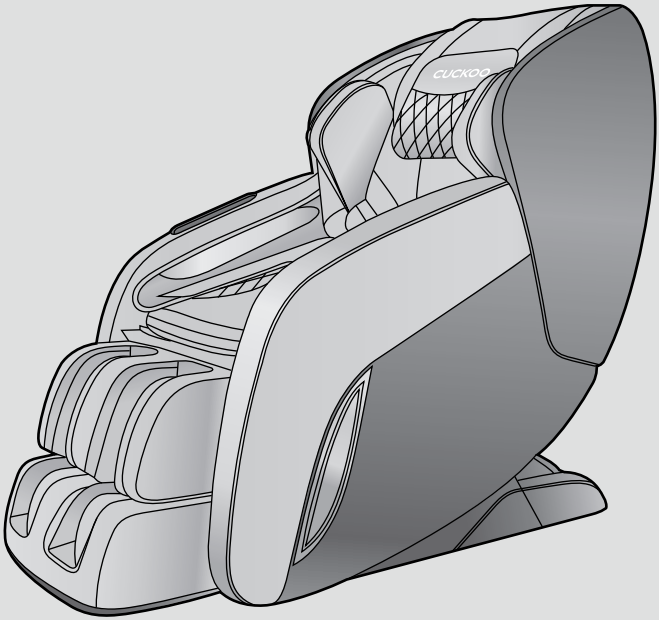
CUCKOO

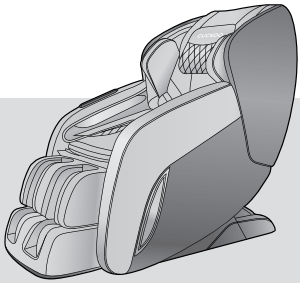
ELECTRIC MASSAGE CHAIR

USER MANUAL

CMS-D10SLGB



CUCKOO



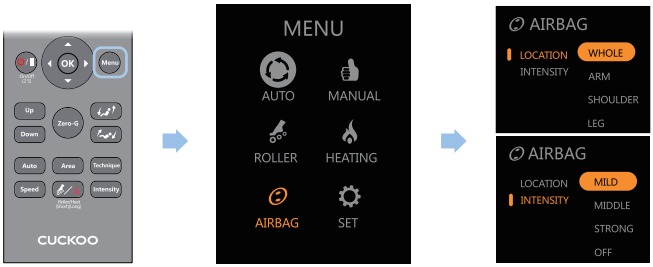
With its ergonomic SL and frame, it gently massages you everywhere.

Its 6

With the weightless feature, you can be massaged in a comfortable position that doesn’t strain your body.

The sole rolling massage revitalizes tired feet.

Air mode



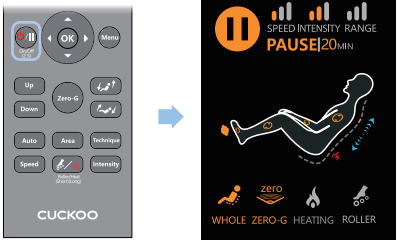
1. Press the menu button on the remote control.
2. Select the Airbag icon using the direction keys on the remote control and the OK button.
3. Select the massage mode you want using the direction keys on the remote control and the OK button.

※ After power is applied for the first time, once the massage mode is activated, the shoulder recognition feature will activate.

※ If the shoulder position is incorrect, press the Ball Up/Ball Down button to set it. Once shoulder recognition has been completed, there will be a beeping sound, and the massage will begin.

No.	Air mode name	An Overview of the Features
1	WHOLE	A mode that automatically changes the position of the airbag and massages all parts of your body with air compression massage
2	ARM	A massage mode in which the airbag wraps the arms
3	SHOULDER	A massage mode in which the airbag wraps the shoulders
4	LEG	A massage mode in which the airbag wraps the legs

Pause

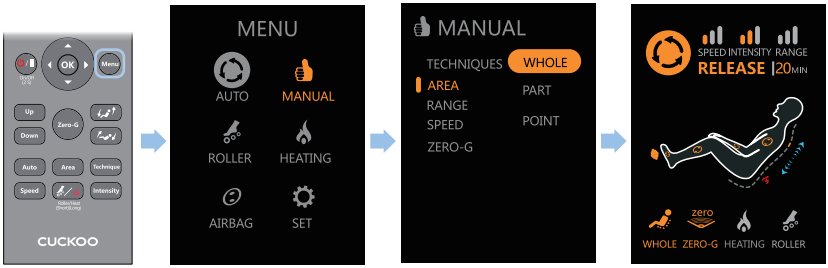


1. When the massage chair is operating, press the Pause button to pause it.
2. If you press the Pause button again, the massage chair will start to operate once more.
3. When the pause function is executed, all functions will be disabled.

No.	When the massage is operating	An Overview of the Features
1	AIR MODE	When the pause button is pressed during the Automatic mode, Air mode, or Manual mode, the operation of the product temporarily pauses.
2	AUTOMATIC MODE	
3	MANUAL MODE	

An Overview of the Features and How to Use Them

Massage area



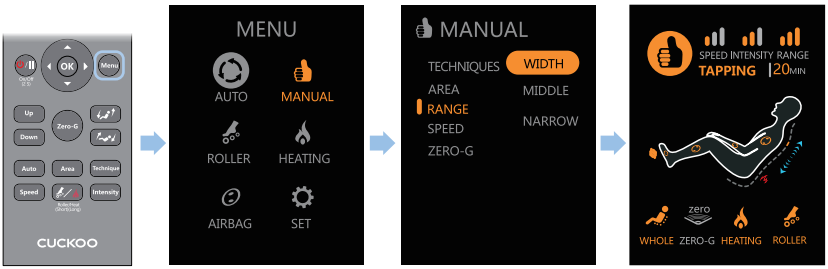
1. Press the menu button on the remote control.
2. Select the Manual icon using the direction keys on the remote control and the OK button.
3. Select the massage section you want using the direction keys on the remote control and the OK button.
4. The set massage section will activate.

Simple features

1. Press the massage section button on the remote control.
2. Each time you press the massage section button, it will change sequentially (full body, partial, and focused).

No.	Massage section name	An Overview of the Features
1	WHOLE	The Full body massage is set as the default, and the massage goes through the full body.
2	PART	This function allows you to manually adjust the position during the Manual mode operation. ※ The massage moves downward from one designated area to another repeatedly.
3	POINT	This function allows you to manually adjust the position during the Manual mode operation. ※ The massage focuses on the designated area.

Massage range



1. Press the menu button on the remote control.
2. Select the Manual icon using the direction keys on the remote control and the OK button.
3. Select the massage range you want using the direction keys on the remote control and the OK button.
4. The set massage range will activate.

No.	An Overview of the Features
1	When you want to adjust the massage range in the Manual mode, click the Menu button, select the Manual mode, and then Massage Range. The massage range is adjustable to 3 levels: WIDTH, MIDDLE, NARROW.

No.	Mode	Operation possible	Operation not possible
1	AIR MODE	-	O
2	AUTOMATIC MODE	-	O
3	MANUAL MODE	Beating massage/Wave massage/ Acupressure massage	Kneading massage/Combination massage/ Kneading massage, Acupressure massage

Ball up/down control function

1. Massage ball upper/lower position adjustment function
- After your body shape has been analyzed, there will be a beeping sound, and then you can manually adjust the shoulder position using the Ball Up and Ball Down buttons, which change the position of the massage ball.
- If you press the position control button of the massage ball for more than 1 second while the massage is operating on the area, the position of the massage ball will move so that you can select a partial or partial and focused massage area.
- You can enjoy partial and focused massages in the selected areas.

Weightless

1. Press the Weightless button on the remote once to recline the massage chair to the maximum angle.
2. The Weightless icon lights up as soon as you click the remote control button.
3. If you press the Weightless button one more time, the massage chair will return to its initial angle.
4. The Weightless function can be operated in the Automatic mode, Air mode, and Manual mode. (It does not work in the Standby mode.)

No.	Mode	An Overview of the Features
1	AIR MODE	It can be operated by pressing the Weightless button in the Automatic mode, Air mode, Manual mode, etc. (When inputted, it reclines with one button. If you press the Weightless button during operation, it returns to the initial angle.)
2	AUTOMATIC MODE	
3	MANUAL MODE	
4	STANDBY MODE	It cannot be used in the Standby mode.

※ However, in the Full body massage mode, the recline is automatically executed for the default set time. During this time, the Weightless reclining function is not possible.
※ If you select the Weightless button, the reclining function, which operates for the default set time, will not work.

Reclining

No.	Name		An Overview of the Features
1		Back rest up	The remote control can be used when the power is on or while the product is operating, and it is possible to lower the legs and back (full body angle). (When the Down button is pressed, the angle of the back moves down, allowing you to lie down while the angle of the legs rises.)
2		Back rest down	The remote control can be used when the power is on or while the product is operating, and it is possible to raise the legs and back (full body angle). (When the Up button is operated, the angle of the back rises and the angle of the legs goes down.)
3	Zero-G	Back rest up	It cannot be used in the Standby mode.

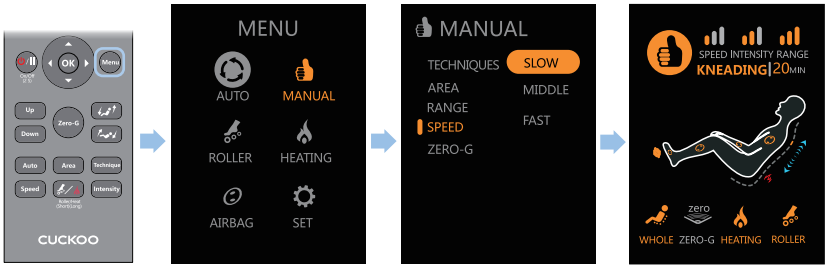
※ When the massage mode function is turned on after the reclining (Backrest down/Backrest up) button is pressed, the massage chair will operate while maintaining the reclined angle.
※ The length of the legs can be adjusted by pushing (up to 150 mm).

Warning

When lowering the legs, be careful not to get your feet or hands caught in them. Additionally, make sure that there are no people, pets, or other objects under the legs. (There is a risk of accident or injury.)

An Overview of the Features and How to Use Them

Speed



1. Press the menu button on the remote control.
2. Select the Manual icon using the direction keys on the remote control and the OK button.
3. Select the massage speed you want using the direction keys on the remote control and the OK button.
4. The set massage speed will activate.

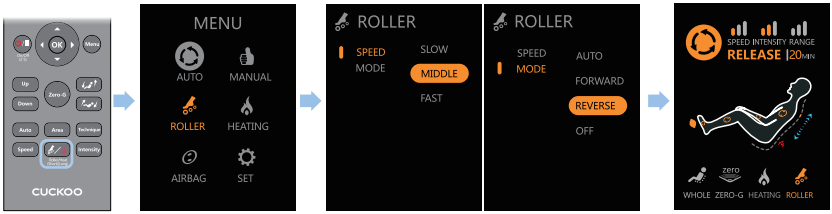
Simple features

1. Press the massage speed button on the remote control.
2. Each time you press the massage speed button, it will change sequentially: slow, normal, and fast.

No.	An Overview of the Features
1	To adjust the massage speed in the Manual mode, press the massage speed button. Adjust the massage speed intensity from levels 1 to 3. (Level 1 is the default level)

No.	Mode	Operation possible	Operation not possible
1	AIR MODE	-	O
2	AUTOMATIC MODE	-	O
3	MANUAL MODE	Kneading massage/Beating massage/ Combination massage/Wave massage/ Kneading massage, Acupressure massage	Acupressure mode

Foot roller



1. Press the menu button on the remote control.
2. Select the Roller icon using the direction keys on the remote control and the OK button.
3. Select the roller speed and the operation mode using the direction keys on the remote control and the OK button.
4. The set Roller mode will activate.

Simple features

1. Press the Rolling button on the remote control.
2. Each time the roller button is pressed, it will change sequentially from Automatic to Forward to Reverse to Off.

No.	Roller part	An Overview of the Features
1	Foot soles	Get a rolling massage that operates on the soles of your feet.

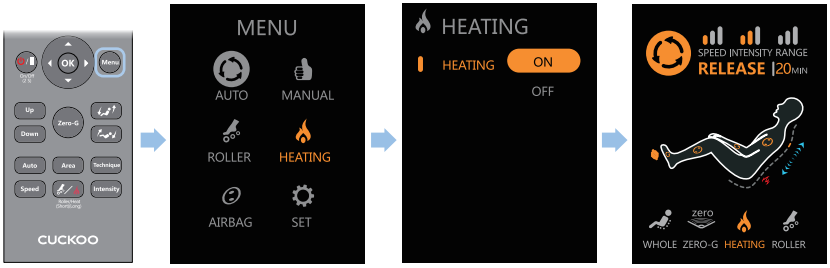
How to adjust the roller

Each time you select the Rolling button on the remote control, it can be adjusted from Automatic to Forward to Reverse to Off.

No.	Mode	Operation possible	An Overview of the Features
1	AIR MODE	O	In the Automatic mode, Air mode, and Manual mode, the foot roller is set automatically. (※ The speed cannot be adjusted in Automatic mode.) When the remote control button is pressed, the sole roller will go from Automatic to Forward to Reverse to Off. ※ For the roller speed during operation, select the Roller mode speed in the remote control menu. The speed can be adjusted to 3 levels: slow, medium, and fast.
2	AUTOMATIC MODE	O	
3	MANUAL MODE	O	

An Overview of the Features and How to Use Them

Heating



1. Press the menu button on the remote control.
2. Select the Heat icon using the direction keys on the remote control and the OK button.
3.Turn it on or off using the direction keys and the OK button on the remote control.
4. The set heat function will be turned on or off.

Simple features

1. Give the Heat button on the remote control a long press.
2. The heating function will turn on.

※ Press and hold the Heat button once more to turn off the heating function.

No.	Heating part	An Overview of the Features
1	Back/lower back	Heat is generated in the back/lower back area (left and right of the lower back area).

Air intensity

1. Press the menu button on the remote control.
2. Select the Airbag icon using the direction keys on the remote control and the OK button.
3. Select the air intensity you want using the direction keys on the remote control and the OK button.
4. The set air intensity will be applied.

Simple features

1. Press the air intensity button on the remote control.
2.Each time the air intensity button is pressed, it will change sequentially from Gentle to Normal to Strong to Off.

No.	An Overview of the Features
1	Press the air intensity button when you want to adjust the air intensity in the Air mode/Automatic mode/ Manual mode. Adjust the level of air intensity from level 0 to 3. (Level 1 is the default level)

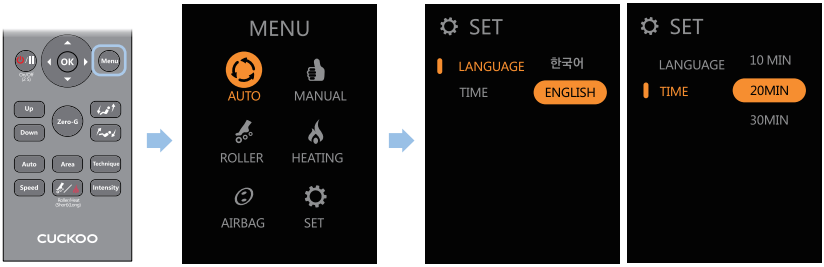
No.	Mode	Operation possible	Operation not possible
1	AIR MODE	O	-
2	AUTOMATIC MODE	O	-
3	MANUAL MODE	O	-

Function operations by mode

※ When entering the Automatic/Manual/Air mode, additional functions are available as shown in the table below.
※ Unlike the Automatic or Manual mode, Air mode can be used only after turning on the remote control and selecting Air mode.
※ It is possible to change to the Automatic or Manual mode in Air mode, but the Air mode cannot be accessed in the Automatic or Manual mode.
※ To switch to the Air mode from the Automatic or Manual mode, reboot the power before using it.

Note	Mode	Massage speed	Air intensity	Massage range	Foot roller	Backrest up/down	Weightless	Heat
AUTOMATIC MODE	EXTENSION	X	O	X	O	O	O	O
	RELEASE	X	O	X	O	O	O	O
	THAI	X	O	X	O	O	O	O
	SHOULDER	X	O	X	O	O	O	O
	SLEEP	X	O	X	O	O	O	O
	BACK	X	O	X	O	O	O	O
MANUAL MODE	KNEADING	O	O	X	O	O	O	O
	TAPPING	O	O	O	O	O	O	O
	MIXING	O	O	X	O	O	O	O
	WAVE	O	O	O	O	O	O	O
	KNE/SHI	O	O	X	O	O	O	O
	SHIATSU	X	O	O	O	O	O	O
AIR MODE	WHOLE	X	O	X	O	O	O	O
	ARM	X	O	X	O	O	O	O
	SHOULDER	X	O	X	O	O	O	O
	LEG	X	O	X	O	O	O	O

Settings mode

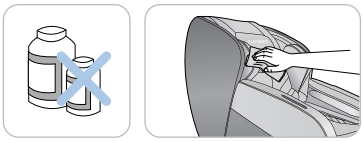


1. Press the menu button on the remote control.
2. Select the Settings icon using the direction keys on the remote control and the OK button.
3. The language can be set to Korean or English.
4. The massage time can be set to an interval of 10 minutes, 20 minutes, and 30 minutes.

Cleaning and Storage

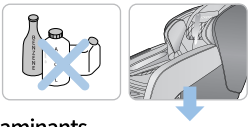
1 General Cleaning

Wipe it with a clean and soft cloth.



1 If the product gets soiled, gently clean the affected area with a 3-5% neutral detergent.

※ Alcohol, benzene, gas, and acetone must not be used.



2 Remove contaminants using a mild detergent and a brush.

※ Excessive brushing can damage the fabric.

3 Rinse the cloth with water and wipe again.

4 Let it dry.

Warning

- Do not store the product in a place exposed to direct sunlight for a long time or a place with high temperatures, such as near stoves.
  - This may result in discoloration and deterioration.
- After wiping off any stains or dust, store it in a dry place. When not using the product for a long time, place a cover over it to prevent dust from accumulating.

Warning

- As the tightening may result in injury, do not allow any part of your body to get caught between the massage balls. Do not insert fingers and feet into the gap between the backrest and the seat and the sides of the armrests, or between the leg massager and the footrest. Also, do not insert any part of your body, including the fingers, into the gaps of the legs.

※ The parts in the image shown above may differ from the actual parts.

- **Remote control** – Wipe it with a dry towel. Do not wipe it with a wet towel.
- **Back pads and other covers** – If these are heavily soiled, wipe them first with a towel soaked in a 3-5% neutral detergent, then wipe them with a dry towel and let them air-dry.

Warning

- Before cleaning, make sure to remove the plug and do not touch it with wet hands.

Check before asking for support

▼If the product is not used properly according to the manual, this may result in it not working, even if it isn't a malfunction. If you experience any malfunction, check your product as described below. If the problem persists, please contact the customer service center (1588-8899).

Issues	Causes	Solutions
Power defect	• When the power button is not pressed on the remote control • Contact failure of the power cord and socket • Fuse blown • Defective electronic circuit • Defective power cord	• Press the power button on the remote control. • Plug it into the power cord and socket correctly. • Please contact the customer service center.
The difference in the heights of the left and right massage balls	• Due to their structure, a difference of about 2cm between the left and right massage balls may occur.	• This is normal, as the product is designed to have a structure with alternating taps.
Abnormal sounds during operation	• There may be mechanical sounds coming from the product. Examples of these include a rattling sound when the massage ball moves up and down, the sound of the gear motor during the massage, the sound of the massage ball adjusting its speed, the sound of the motor rotating, the sound of the massage ball automatically adjusting, the air pump operation sound, and the air exhaust sound when the airbag is in operation, etc.	• These kinds of mechanical sounds are not malfunction.
If abnormal sounds get louder during operation	• If used for a long time • If used for a very long time	• Turn off the power and restart the product after 30 minutes. • Please contact the customer service center.
In the case of a sudden stop during operation	• Power Off • Operation time completed	• Please reattach the power supply. If it does not work, please contact the customer service center. • Turn off the power and restart the product after 30 minutes.
When the back angle motor and leg angle motor does not move	• Check for any obstacles • Malfunction due to excessive use • Malfunction due to excessive impact	• After removing any obstacles, turn on the power. • Turn off the power and restart the product after 30 minutes. • If it does not operate, please contact the customer service center.
If the original position cannot be restored	• Recovery defect due to excessive use	• Please contact the customer service center.
Remote control overheating	• Malfunctions due to long periods of use	• Please contact the customer service center.
Overheating of the power cord and the remote control wire	• Excessive load and abnormal causes	• Please contact the customer service center.
Airbag operation defects	• Disconnection of the air connection hose • Air-related power failure	• Please reconnect the connecting hose. (If this happens frequently, please contact the customer service center.) • Please contact the customer service center.
E1 error message	• If a button on the remote control is pressed	• Undo the pressed button. If the button is normal but the E1 error message appears, turn off the power switch and then turn it back on. If it continues to occur even after turning the power switch on and off repeatedly, please contact the customer service center (1588-8899).
E2 error message	• Check for any obstacles • Top/bottom motor defects	• If the E2 error message appears, turn the power switch on and off. If the E2 error message is still there even after doing this, please contact the customer service center (1588-8899).
E3 error message	• Check for any obstacles • Kneading massage motor defects	• If the E3 error message appears, turn the power switch on and off. If the E3 error message is still there even after doing this, please contact the customer service center (1588-8899).

Customer Card

Product name : Electric massage chair

Model name :

Date of sale : Year Month Date

Customer name : Phone : Address :

Store name : Phone : Address :

Warranty period 1 year

▣ Anniversary information and product inventory status

Date of birth	Gregorian/Lunar		Wedding anniversary	Gregorian/Lunar		
Product name	Electronic rice cooker	Electric pressurized rice cooker	Juicer/ blender	Dish dryer	Electric thermo pot	Vacuum cleaner
Period of use	Year	Year	Year	Year	Year	Year
Manufactured by						

▣ Remarks

※ Details provided above are used to improve customer service.

1. Make sure to fill in the details above when selling the product and give them to the customer.
2. The store should keep the customer card for customer service purposes.

Product Warranty

Product name : Electric massage chair Model name :

Date of purchase : Year Month Date

Customer name : Phone : Address :

Store name : Phone : Address :

1. The product warranty includes benefits based on the details listed on the warranty card.
2. The warranty period begins from the date of purchase, so please have the seller list the date of purchase.
   (If the date of purchase cannot be confirmed, the warranty period will begin six months after the manufacturing date.)
3. The warranty period will be reduced by half (6 months) if products for household use are used for business purposes (business activities, non-typical environments for their use, etc.) or if the product is a commercial product.
4. This warranty card will not be reissued.
5. Parts retention period: 6 years

CUCKOO

Cuckoo HomeSys Co., Ltd.

Warranty period 1 year

※ When requesting repairs, you must present this warranty card with the date of purchase on it in order to receive adequate service, so please store it wisely.

Customer Dispute Settlement Criteria

Types of consumer damage			Compensation details	
			Within warranty period	After warranty period
The performance or functional failure that occurs naturally over the course of normal usage (within the warranty period)	When a major repair is requested within 10 days of purchase		roduct exchange or refund	
	When repair for a major part is requested within a month of purchase		Product exchange or free repair	
	When major repair for an exchanged product is requested within a month of exchange	If an exchange is not possible	Refund	
	When a defect occurs		Free repair	
	Recurring product failure despite repairs being performed for the same defect (the third time)		Product exchange or refund	
	The product failing for the fifth time despite receiving repairs four times across various parts	If a repair is not possible		
	If the repair parts are not in stock and the repair is not possible	If the manufacturer has misplaced the product requested for repair by the consumer		Refund with an additional 10% of the depreciation amount based on the straight-line depreciation method
	Damages incurred during the shipping process or installation after purchase		Product exchange	
The performance or functional failure due to the intention or negligence of the consumer	If a repair is possible		A paid repair	A paid repair
	If the repair parts are not in stock and the repair is not possible		Product exchange after receiving the amount equivalent to a paid repair	Product exchange after applying depreciation and receiving the amount equivalent to a paid repair
■ In the event of malfunction due to natural disasters (such as fire, sea damage, gas, earthquakes, wind and flood damage, etc.) ■ In the event of replacing consumable parts that wear out normally during use ■ In the event of failure due to abnormal power supply or defective connection equipment ■ Other events due to external causes other than defects in the product itself ■ In the event of malfunction due to a repair or modification by a person other than a repair engineer at a Cuckoo dealership or service center			A paid repair	A paid repair

• Matters not specified are subject to the Consumer Damage Compensation Regulations. • Customer Service Center: 1588-8899 without area code • The above compensation regulations are based on the Fair Trade Commission Notice No. 2009-1.
• Device washing, adjustment, and instructions are not malfunctions

Regarding Services

• **Rights of customers**

Customers reserve the right to receive repair services for product failures during use free of charge for a year from the date of purchase.
However, product failures caused by customer negligence or natural disasters will be repaired for a fee even if the product is within the warranty period.

• **Liabilities regarding services provided for a fee (cost covered by the customer)**

Under the following instances, the service will be performed for a fee, even if the request was made during the warranty period.

1. If the product failure was caused by inserting foreign substances (water, beverages, coffee, toys, etc.) in the product
2. If the product damage or functional failures resulted from dropping the product or applying force to it.
3. If the product's exterior damage or deformity was caused by thinners, benzenes, or other organic solvents
4. If the product failure was caused by using parts or consumables not officially manufactured by Cuckoo
   Use official Cuckoo parts by inquiring at our customer service center and purchasing them from designated service centers.
5. If the product failure was caused by using a power supply with the incorrect voltage
6. If the parts of the product were misplaced or damaged due to the customer disassembling the product without permission
7. If the product failure was caused by another person who is not an authorized repair service engineer from the Cuckoo customer service center making repairs or modifications to the product
8. If the product failure was caused by natural disasters (lightning, fire, storms, floods, gas, sea damage, earthquake, etc.)
9. If the product failure was caused by the customer's failure to observe the safety warnings in the Cuckoo product instruction manual (You can use the product for a long time if you heed these safety warnings.)
10. If the product failure was the result of another customer's negligence.

How to Dispose of Home Appliances

• **This product is recycled through the following partnership between the government and our company to protect the environment.**

1. Home appliance disposal incurred after purchasing new products can be requested at the store where you purchased the product (retrieval free of charge).

2. If you have home appliances to throw away, contact the nearest local community service center based on the garbage disposal system. (Fees may vary between regions, so contact the local community service center for details.)

Product Specifications

Product name	Electric massage chair	
Model name	CMS-D10SLGB	
Rated power consumption	120W	
Number of massage balls	4	
Operation time	20 minutes	
Rated voltage	120V~ , 60Hz	
Weight	Around 77 kg	
Product size (difference of ± 10 mm)	When standing	1500(L) x 760(W) x 1140(H)mm
	When laid down	1790(L) x 760(W) x 900(H)mm
Automatic mode	6 types	
Exterior material	Artificial leather (PU), ABS, etc.	

※ Details indicated in this instruction manual (exterior, design, and specifications) may change without notice for quality improvement.
※ The printed specifications of the product are subject to change.

Product Failure Inquiry

A product that has been used for a long time may fail due to deterioration of the parts caused by heat, humidity, dust, etc.

If such issues occur

❶ The appearance of issues not described in the Check Before Asking for Support (page 33).
❷ You can feel the electricity flowing when you touch the product.
❸ In the event of other abnormalities or failures.

Stop using the product

After removing the plug, be sure to contact our customer service center.

Service Inquiry (888)700-0425
※ Dialing (888)700-0425 will involve charges for local calls.
※ You can use our 1:1 chat service on our website to make submitting product failure inquiries and customer service requests more convenient.

Contract-Related Inquiries

If you have any such inquiries regarding contracts,

❶ Subscription (new installation), ❷ Change (installation location, contract information),
❸ If you have any questions about cancellation, please contact us at the number below.

Contract-Related Inquiries (888)700-0425
※ Dialing (888)700-0425 will involve charges for local calls.
※ You can use our 1:1 chat service on our website to make submitting product failure inquiries and customer service requests more convenient.

Memo

Memo

Memo

This product is intended for domestic use only.

CUCKOO

If there are any issues or inconveniences while using the product, please contact our customer service center.

Service Inquiry **(888)700-0425**

Please contact us if you have any inquiries regarding contracts (registration, change, cancellation).

Contract-Related Inquiries **(888)700-0425**

www.cuckoorental.com

Please provide us with the product model name, product defect status, and contact information. We will provide friendly consultation and prompt service for your complaints, suggestions, and inquiries.

- After reading, keep the instruction manual in a place where it is clearly visible to you.
- The product warranty is included in the instruction manual.
- Caution: Be sure to read the instruction manual to use the product for a long time without problems.

Z0383-0244A0 Rev.0