

# Limited Warranty

## SUPREME HYBRID MASSAGE LOUNGER

### Consumer Limited Warranty: ONE-YEAR WARRANTY

This warranty guarantees that the product purchased is to be free from defects in material and workmanship under normal usage and local voltage for a period of one year. This warranty expires in **TWO (2) years on parts, and ONE (1) year on labor** after the date of purchase.

U.S. JACLEAN, INC. (referred to as “the Warrantor”) will repair this product with new or rebuilt parts in case of defects in material or workmanship, free of charge, in the USA provided that:

- 1) The product is operated in accordance with the printed instructions supplied.
- 2) The product is used under normal conditions for which designed.
- 3) The product is not subjected to misuse, negligence, or accident.
- 4) The product receives proper care, protection, and maintenance.

This warranty is extended to the original end-user when purchased from an authorized U.S. JACLEAN, INC. distributor. A purchase receipt or other proof of date of the original purchase is required for service and parts replacement under this warranty. This warranty does not cover shipping charges for defective items if a claim is made more than 30 days after the date of purchase.

This warranty only covers failures due to defects in materials and workmanship and does not cover normal wear or cosmetic damages. This warranty does not cover damages which occur in shipment, or failures which result from: accident, misuse (including, without limitation, failure to comply with instructions and use limitations contained in the Operating Instructions), abuse, neglect, mishandling, faulty installation, set-up adjustments, improper operation or maintenance, alteration, modification, a power line surge, lightening, improper line voltage, commercial use (e.g., as a service in a hotel, office, restaurant, or other business or for rental use), service by anyone other than from U.S. JACLEAN, INC., or damage that is attributable to “acts of God.”

Continued use of this product after discovering a defect voids this warranty. This warranty shall be governed by the state of California, United States of America.

**IMPORTANT: CONTACT U.S. JACLEAN, INC. FOR REPAIR SERVICES.  
DO NOT RETURN A DEFECTIVE PRODUCT TO THE STORE FROM WHICH YOU PURCHASED IT.**

Please retain this Warranty Certificate, together with the original purchase receipt, and present it to our technician for inspection during service.

For assistance and more information, please contact U.S. JACLEAN, INC.

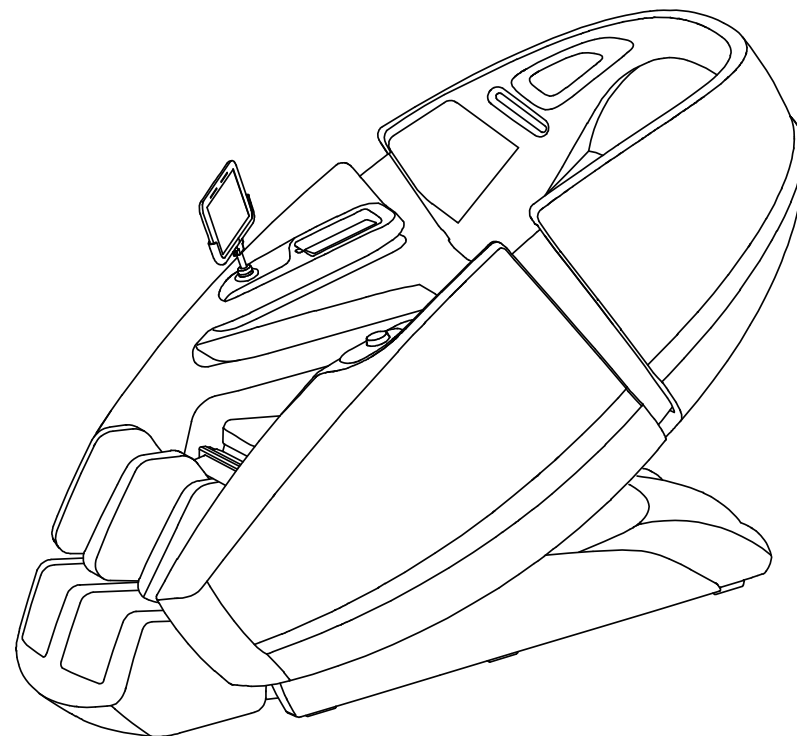
Online warranty registration at: [daiwamassage.com/warranty](http://daiwamassage.com/warranty)

Daiwa ✕ ROTAI

# SUPREME

## HYBRID

### MASSAGE LOUNGER



## OPERATING INSTRUCTIONS

## SPH-1



Distributed by U.S. Jaclean, Inc.  
1816 West 135th Street  
Gardena, CA 90249

**1-800-241-2221**  
9AM - 5PM PST (Monday - Friday)

[daiwamassage.com](http://daiwamassage.com)

## ▶ REGULATORY COMPLIANCE

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### CAUTION

In Compliance with California Proposition 65 and other "Hazardous Substance" regulations, this is a notice that this product contains chemicals known to the state of California to cause birth defects or other reproductive harm. As with most electronics, the internal components of this product, such as the printed circuit board (PCB), Power Cable/Power Adapter wiring, and Metalwork contain amounts of Lead (Pb) that exceed the minimum threshold for reporting, requiring this notice, which protects and ensures consumer's "right to know." Since direct exposure to such chemicals will not occur during normal operation of this product, an exterior warning label was not required prior to purchase. For more information, please visit <https://www.p65warnings.ca.gov/-fact-sheets/lead-and-lead-compounds>.



Please dispose of all packaging and parts related to this product with environmental sustainability and safety in mind, and in compliance with state and local laws and regulations.

## TECHNICAL SPECIFICATIONS

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Product Name: Supreme Hybrid Massage Lounger  
Model Number: SPH-1  
Max User Weight: 300 lbs  
Rated Voltage: 110-120V ~  
Rated Frequency: 60Hz  
Rated Current: 2A

Thank you for purchasing the Supreme Hybrid Massage Lounger. Before using this chair for the first time, please read through all sections of this user manual carefully, paying special attention to the Safety Instructions.

PLEASE RETAIN THIS MANUAL FOR FUTURE REFERENCE.

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## ▶ IMPORTANT SAFETY PRECAUTIONS

- ▶ Basic precautions should always be followed when using an electrical unit, including the following.
- ▶ Please ensure that you read all instructions before using the Supreme Hybrid.

**⚠ DANGER** – To reduce the risk of electric shock:

1. Always unplug this unit from the electrical outlet immediately after using and before cleaning.

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

1. Always insert the power plug all the way into the outlet to reduce the risk of short-circuit and fire.
2. The unit should never be left unattended when plugged in. Always unplug the unit when not in use.
3. The unit is not to be used by people who cannot move or communicate on their own.
4. Only use the unit for the purpose described in these instructions.
5. Do not stand on the unit.
6. Always return the seat to the upright position and make sure the legrest is completely retracted. Be careful that nothing is obstructing the legrest while retracting. Keep children away from the legrest.
7. Never operate the unit if it has a damaged power cord or plug. Return the unit to the nearest authorized service center if it is not working properly, if it has been dropped or damaged, or if it has been immersed in water.
8. Keep power cords away from heated surfaces. Do not carry the unit by the power cord.
9. Never block the air openings during operation and make sure that all air openings are kept free of lint and hair, etc. Do not drop or insert anything into any of the openings of the unit.
10. Do not use the unit on top of heating appliances, such as electric carpets, etc. Do not operate the unit under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
11. Do not use the unit in bathrooms or other damp or humid places as this may cause electric shock or cause the unit to malfunction. Do not spill water, etc. onto the controller.
12. Do not use the unit outdoors.
13. Do not use or operate where aerosol spray products are being used or where oxygen is being administered.
14. When unplugging the unit, turn off all controls before removing the plug from power outlet. Do not use the unit with a transformer as this may lead to malfunction or electric shock.
15. Connect this unit to a properly grounded outlet only. See Grounding Instructions.
16. Use heated surfaces carefully. May cause serious burns. Do not use over sensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.

## SAVE THESE INSTRUCTIONS

## ▶ TROUBLESHOOTING

No.	Problem	Check the following:	Explanations / Remedies
1	Slight noises are heard during operation.	N/A	These noises are normal and arise from slight friction between the massage rollers and the leather cover.
2	Operation fails to start.	Has the power plug slipped out of the wall outlet?	Connect the power plug securely to the wall outlet.
		Is the power switch in the “off” position? Has the fuse blown out?	Switch power to the “on” position. Replace the fuse with another of the same type.
3	Airbags within the seat and the footrests fail to work properly although the chair is on and running.	Are the air tubes blocked?	Clear the air tubes of any blockages.
		The massage chair has detected some error that it is unable to display.	Turn off power, wait 10 minutes, and then turn it on again. If the problem persists, disconnect the power plug from the wall outlet and contact an authorized repairman
4	Music is not coming from the speakers even after Bluetooth is connected.	The volume on your Bluetooth device is set low or muted.	Adjust the volume on your device.
5	Backrest or Legrest won't raise or recline.	Excessive weight placed on either part.	Remove heavy things weighing down components and retry.

If you encounter problems operating the Supreme Hybrid Massage Lounger, please check the points above to see if they can be rectified. If your chair still malfunctions or does not work, please turn off the chair and remove the power plug from the electrical outlet. Contact Daiwa Repair Services at 1-800-241-2221 for assistance.



## CARE AND MAINTENANCE

### CLEANING

- ▶ Before cleaning, switch off power and remove the power plug from the wall outlet.
- ▶ Dip a soft, cotton cloth in neutral detergent and wring dry. Use it to wipe the pillow cushion, back cushion, armrests, Legrest, and any plastic parts of the chair.
- ▶ Use a piece of wet cloth (without detergent) to re-wipe the pillow cushion and back cushion. Place them in a well-ventilated location for drying.
- ▶ Use a soft, dry cloth to re-wipe the armrests, Legrest, and any plastic parts of the chair.
- ▶ Use a soft, dry cloth to wipe down the controls, charging ports, and power supply box.

### CAUTION

- ▶ Before any maintenance, always disconnect the power plug from the wall outlet.
- ▶ To avoid electric shock, never touch the power plug with wet hands.
- ▶ When cleaning the back cover of the massage chair, do not allow any detergent to seep into the power supply box.
- ▶ Do not use abrasive chemicals, such as benzene or alcohol, to clean this chair. Damage to the chair may result.
- ▶ DO NOT apply an iron or any other heated device to the chair.

### MAINTENANCE

Upon detecting any of the following conditions during daily use, immediately turn off power, disconnect the power plug from the wall outlet, and contact an authorized repairman:

- ▶ A burning smell
- ▶ Power cord feels hot.
- ▶ Cord is plugged in and the power switch flipped on, but no functions operate.
- ▶ Any other abnormal symptoms

### STORAGE





- ▶ Before putting into storage, wipe off all accumulated dirt and dust from the surface of the chair. Cover the entire surface of the chair with a dust cover (not included).

### CAUTION

- ▶ Do not store the product under direct sunlight, nor in a location with high temperatures. Doing so may cause the upholstery to fade.


## IMPORTANT SAFETY PRECAUTIONS

**Read all warnings carefully before use.** Precautions and warnings listed below will help to ensure proper use of this appliance. The classes of accidents caused by incorrect use are classified into “WARNING” and “CAUTION.” Strict safety prohibitions are marked with the “Prohibited” symbol. Warnings against taking components apart are marked with a “No Disassembly” symbol. Prior to use, please read all such statements below and follow all instructions within this manual.


 <b>WARNING</b>	Improper use may cause injury to users.
 <b>CAUTION</b>	Improper use may cause injury to users or product damage.
 Prohibited	 No Disassemble

### Not Suitable for the Persons Below

Those with any of the following conditions should consult their physician before using.


- |   |   |
|---|---|
| <br><b>WARNING</b> | <ul style="list-style-type: none"> <li>• Those who are using an electronic medical instrument embedded in the body, such as a cardiac pacemaker.</li> <li>• Those undergoing treatment, especially those who are not feeling well.</li> <li>• Those with malignant tumors or malignant skin conditions.</li> <li>• Women who are pregnant.</li> <li>• Those with osteoporosis or spinal fractures.</li> <li>• Those with a skin disease or those whose skin is injured.</li> <li>• Those with a high fever.</li> <li>• Close supervision is necessary when this product is used by, on, or near children, those with limited capacities or limited movement, and disabled persons.</li> </ul> |
|---|---|

### Controller Precautions

- |   |  |
|---|--|
| <br><b>CAUTION</b> | <ul style="list-style-type: none"> <li>• Do not operate the controller with damp hands. Do not spill water or other liquid onto the controller and do not expose it to excessive humidity in order to avoid it from shorting or experiencing malfunction.</li> <li>• Do not place heavy objects on top the controller, as damage may occur.</li> </ul> |
|---|--|


### AC Adapter and AC Cord Precautions

**Very important: check that the power voltage stated on the rating label corresponds to your local electricity supply.**





- |   |   |
|---|---|
| <br><b>CAUTION</b> | <ul style="list-style-type: none"> <li>• Do not use damp hands to unplug the AC cord in order to avoid electric shock.</li> <li>• To avoid damage to the cord, do not pull on the AC cord itself; instead grab the head of the plug and pull straight out to unplug it.</li> <li>• Do not crush the AC cord with the appliance or other heavy object.</li> <li>• Do not damage, over-bend, yank, twist, or tie the power cord. If the power cord is damaged, DO NOT USE. It must be replaced by the manufacturer or an appointed service agent before further use.</li> </ul> |
|---|---|

## ▶ IMPORTANT SAFETY PRECAUTIONS

### Usage Environment

 <b>CAUTION</b>	<ul style="list-style-type: none"> <li>Do not use this appliance in environments where temperature is over 40°C/104°F.</li> <li>Ensure chair is placed on a flat, level floor prior to use.</li> <li>Do not use this appliance in an excessively humid or dusty environment, or when any part of the body is in contact with water.</li> <li>Keep the air openings free of lint, hair, and the like. Check clearance of passages regularly or when you experience a reduction in performance.</li> <li>Unplug entire chair from the outlet during thunder or lightning storms, and before putting on or taking off parts.</li> <li>Do not use outdoors.</li> <li>Do not store near heat or open flame. Avoid excessive sunlight.</li> </ul>
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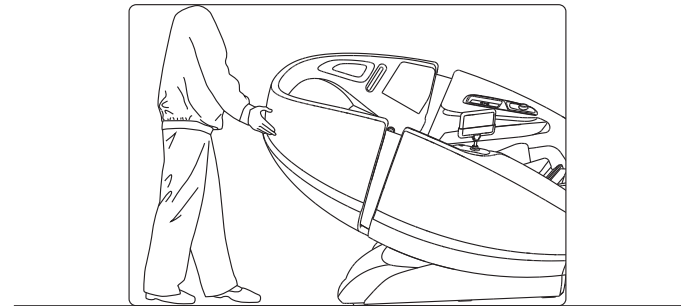
### Best Practices For Safe Use

 <b>CAUTION</b>	<ul style="list-style-type: none"> <li>Intended only for users below 300lbs (136 kg).</li> <li>Use this product only for its intended use as described in this manual.</li> <li>Do not use the product for therapeutic treatment purpose. This product is not intended as a replacement for treatment by a qualified, trained medical professional.</li> <li>Chair should only be used by one person—do not use with two or more persons at the same time to avoid damage to the product.</li> <li>Do not use the product right after a meal, as it may cause discomfort.</li> <li>Prior to use, remove jewelry and accessories from the arms, neck, and hands, and empty pockets.</li> <li>Check the upholstery and under the cushions and other spots, and if any damage is present discontinue use and contact the manufacturer for servicing.</li> <li>If you feel any abnormal discomfort during the operation of this product, turn off the power immediately and do not use further. Consult your doctor before resuming use.</li> <li>Limiting use of the massage chair for 20 minutes at a time is highly recommended.</li> <li>Make sure there are no obstructions behind the chair and that there is sufficient clearance before adjusting the backrest or legrest angle. Look out for pets or children when raising or lowering the chair.</li> <li>Make sure that no extra weight or pressure is pressing down on the backrest or legrest apart from the user.</li> <li>Make sure there are no children, pets or other objects under the backrest or legrest.</li> <li>Please stay properly seated while using the appliance.</li> <li>Do not drag or push the chair or caster across wood floor or carpet to avoid damage.</li> </ul>
 <b>PROHIBITED</b>	<ul style="list-style-type: none"> <li>Never operate this chair if it has been damaged or if it has exposed parts or shows signs of power leakage.</li> <li>Do not stand on or stack heavy objects on the Legrest, armrests, or backrest.</li> <li>Children should be supervised to ensure that they do not play with the massage chair.</li> <li>Do not fall into sleep while the chair is operating.</li> <li>Avoid using the chair under the influence of alcohol or sedatives.</li> <li>Do not put hands or fingers in any openings of the chair to avoid injury to self or damage to the chair.</li> <li>If there is any smoke or an unusual smell while using, stop using immediately and unplug the power cord.</li> </ul>
 <b>NO DISASSEMBLY</b>	<ul style="list-style-type: none"> <li>Do not disassemble this chair.</li> <li>Do not dismantle, fix or modify the chair yourself; please contact an authorized dealer or service agent.</li> </ul>
 <b>UNPLUG THE POWER CORD</b>	<ul style="list-style-type: none"> <li>Fully unplug the power cord before maintenance or moving. Never plug-in or pull out power cord with damp hands, to avoid shock or injury.</li> <li>Unplug the power cord when chair is not in use.</li> <li>Unplug from outlet when the power supply is cut, and switch all controls to off.</li> </ul>

## ▶ SETUP & INSTALLATION

### MOVING THE CHAIR

- ▶ Make sure that the backrest is in its highest upright position.
- ▶ Shut off power and remove the power plug from the wall outlet.
- ▶ Standing behind the back of the chair, grasp its backrest and tilt it downward, so that the front of the chair rises off of the floor. Push the chair to the location you desire.



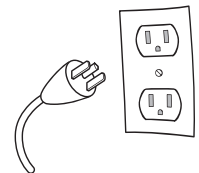
### CAUTION

- ▶ Do not attempt to move the chair while someone is still sitting on it.
- ▶ When moving the chair, always grasp it by the backrest. Do not move the chair by pulling its armrests, as the armrests can dislodge.

### CONNECT TO POWER



### CAUTION

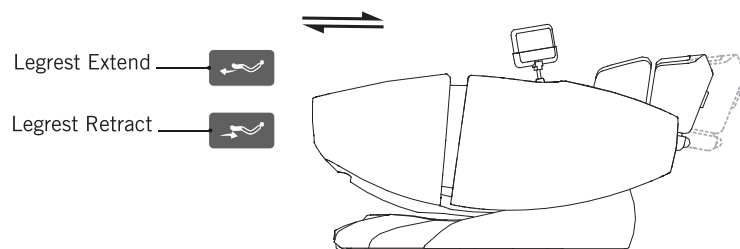
- ▶ Insert the power cord to a properly grounded 3-prong power outlet.
- ▶ Make sure that the power supply switch is turned OFF before inserting the power plug into a wall outlet.



## ▶ SETUP & INSTALLATION

### SETTING LEGREST LENGTH

- ▶ A sensor in the base of the Legrest will automatically adjust the length when the chair has started. You can make manual adjustments to your preference.
- ▶ On the Armrest controller, press and hold on the  or  button to extend or retract the Legrest to the desired position, and Release to stop.



#### WARNING

- ▶ Do not play on the chair or use it incorrectly.
- ▶ Always confirm that there is nothing behind the chair and that there is sufficient space to recline the chair or lift the Legrest.
- ▶ Never insert legs, feet, hands, or any objects into the openings while the Legrest extending or retracting.
- ▶ Do not get out of the chair while it is automatically resetting; instead wait until movement has completed.

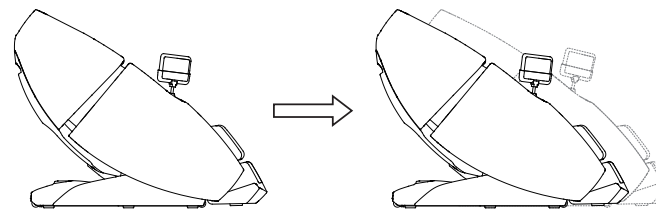
### AFTER USE

- ▶ Always unplug the massage chair from the electrical outlet immediately after use.
- ▶ Put the Controller into the Controller Pocket.
- ▶ Turn off the power switch and unplug the massage chair from the electrical outlet while not in use to avoid children start the massage chair accidentally.
- ▶ When not in use for a long period of time, we recommend that the chair be covered, the power cord be coiled and that the unit be placed in an environment free of dust and moisture.

## ▶ SPECIAL FEATURES

### 1. One-Press Control Forward-Sliding Recline

The “Wall Hugger” design of the Supreme Hybrid takes up much less space. Before reclining, the chair will slide forward several inches and then will recline backward.



### 2. Zero Gravity Recline

Positions the feet slightly higher than the heart, distributing the weight evenly and removing downward pressure from joints and organs. It reduces pressure which may help with pain and discomfort, allowing your mind and body to relax and recharge.

### 3. Automatic Legrest Extension

To ensure a perfect fit, the legrest will sense your height and extend or retract automatically. You can also extend or retract the legrest manually.

### 4. Whole-Body Air Pressure Massage

Your chair can massage nearly every major muscle group thanks to dozens of layered airbags that press along tense muscles to give you a soothing therapeutic massage treatment.

### 5. Reflexology Foot Rollers

Positioned at the base of the legrest beneath the soles of your feet are three different reflexology massage rollers that not only massage tired feet but also stimulate acupressure points.

### 6. FullBodyReach™ MultiStroke 6-Roller System

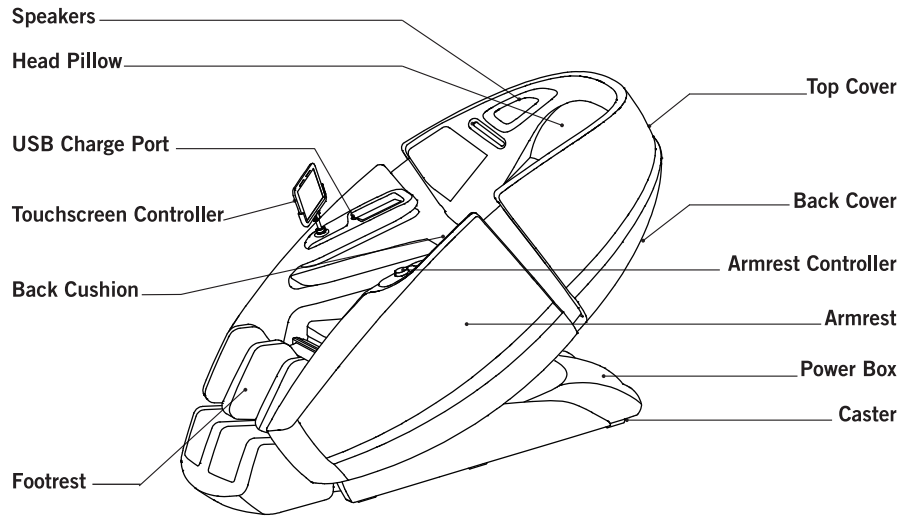
Two separate massage roller systems with a combined six massage rollers are included. They work the neck and shoulders separately from the back and lower back, giving you the sensation of four human hands applying time-tested massage techniques while you relax.

### 7. HybriFlex™ Flexible Massage Track

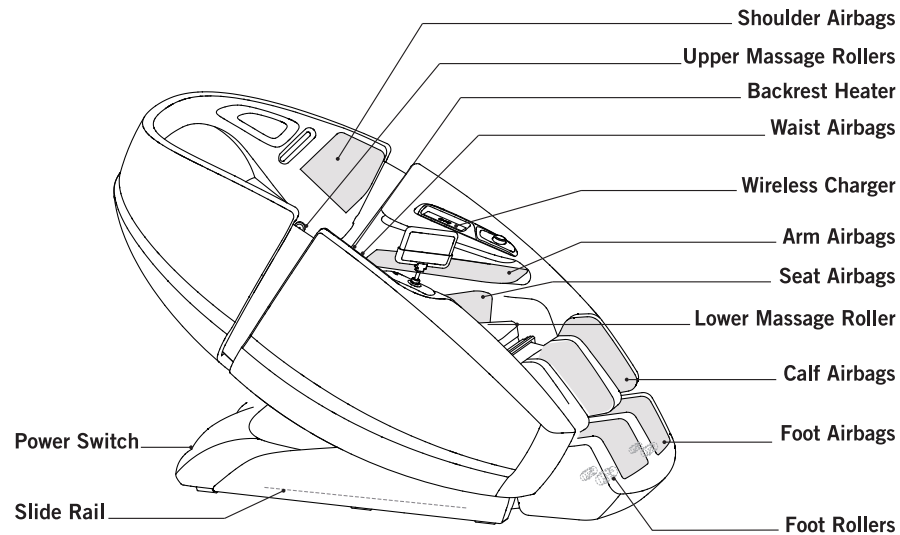
The new flexible massage track allows for greater reach of the massaging arms and for a deeper stretch of the inversion stretch features. Enjoy the benefits of two massage chair styles in one.

## ▶ PARTS

### EXTERIOR PARTS



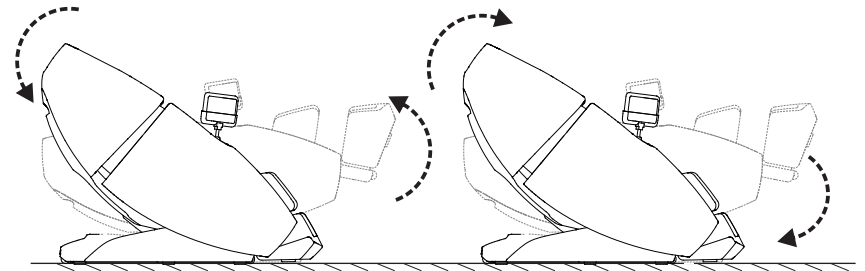
### INTERIOR PARTS



## ▶ SETUP & INSTALLATION

### INITIAL OPERATION

- ▶ Make sure there are no objects, people, or pets in the vicinity of the unit.
- ▶ Prior to sitting, use the controller to recline the Backrest to its furthest outstretched position and raise the Legrest to its highest position.
- ▶ Make sure that sufficient open space surrounds the chair on all sides. Check to make sure that the Legrest is properly connected to the main body of the chair.
- ▶ Return the chair to its original, upright position.



### BEFORE SITTING

- ▶ Verify that the Legrest Massage Unit is well secured onto the main chair body.
- ▶ Make sure all components appear properly secured. If not, switch the power Off and completely secure all parts.

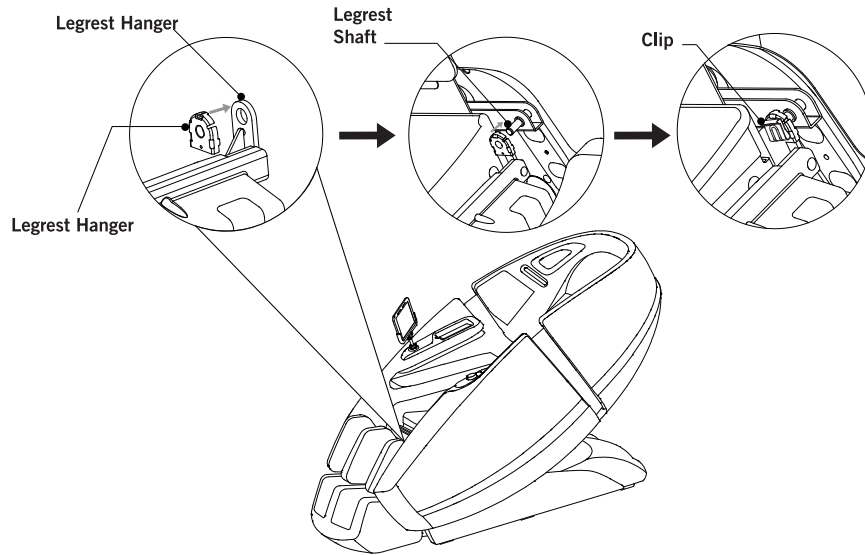
### **⚠ WARNING**

- ▶ Do not allow anyone to sit on the Legrest while the Legrest is rising.
- ▶ To avoid possible damage, do not suddenly load the Legrest with heavy weight.

## ▶ SETUP & INSTALLATION

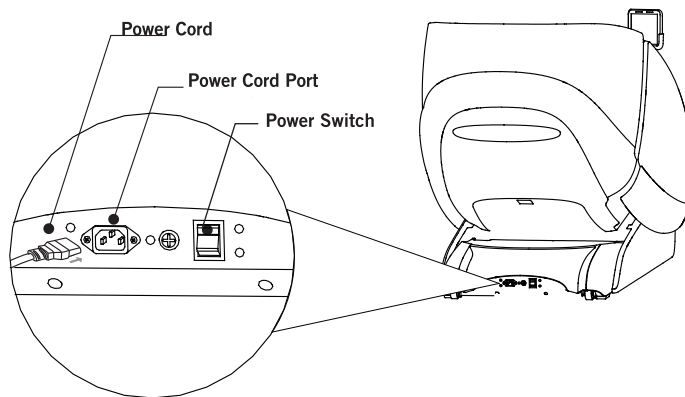
### 5: Installing the Legrest: Attaching Unit

- ▶ Clip a Legrest Hanger Cover onto the left and right Hanger Hooks. On either the right or left side, insert one of the Legrest Hanger Hooks onto the chair's Legrest Shaft and secure it with a Clip. Repeat for the other side.



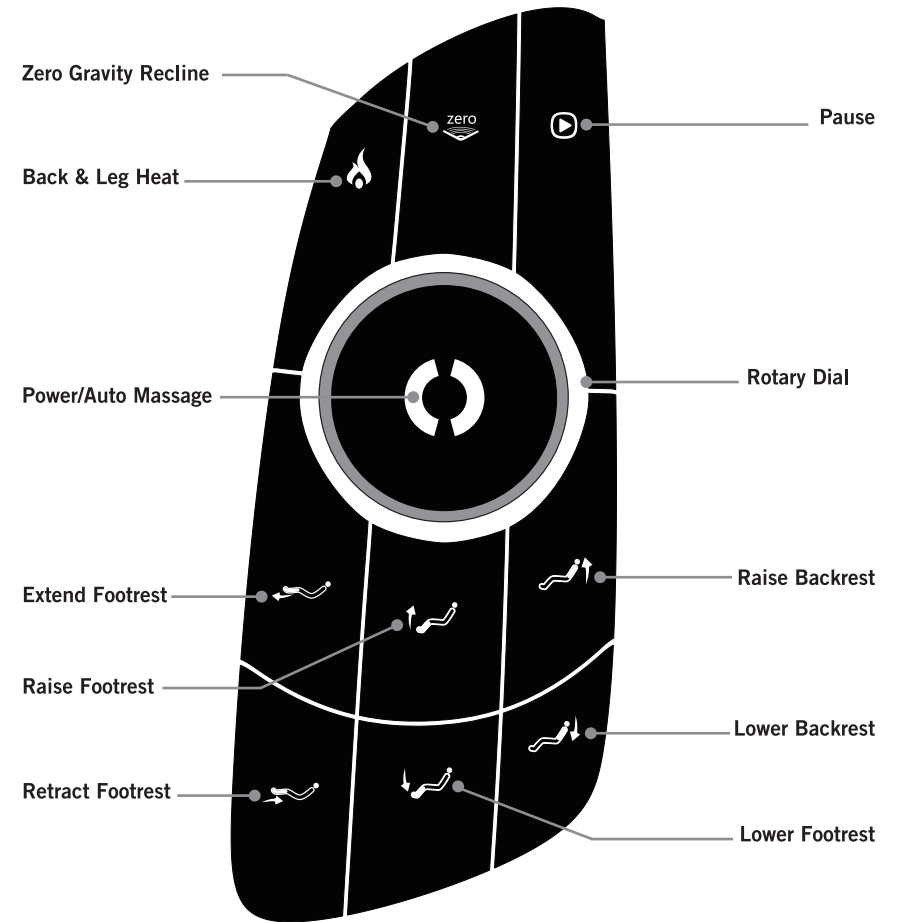
### 6: Connect Power Source

- ▶ Insert the Power Cord to the Power Cord Port located on the back of the Power Box.
- ▶ Switch the power to ON using the switch on the back base of the chair.
- ▶ Raise the backrest of the product to its fully upright position.



## ▶ PARTS

### ARMREST CONTROLLER



## ▶ PARTS

### ARMREST CONTROLLER FUNCTIONS



#### Power/Auto Massage

- ▶ Long-press to turn on the unit. Quick-press to toggle auto massage programs. Long-press again to turn off all functions.



#### Rotary Switch

- ▶ Adjust the strength of the 3D rollers during and an Auto Mode or Manual Mode massage program. Rotate clockwise to increase 3D massage intensity, counterclockwise to decrease intensity. (During a 3D Mode massage program, roller strength is set automatically.)



#### Zero Gravity Position

- ▶ Press once to recline into Zero Gravity Position 1; press again to further recline into Zero Gravity Position 2. A third press will restore to default position.



#### Pause

- ▶ Press to pause all functions; press again to resume.



#### Back & Leg Heat

- ▶ Press to turn heat on or off.



#### Extend Legrest

- ▶ Press and hold to extend the Legrest if your legs need more room.



#### Retract Legrest

- ▶ Press and hold to retract the Legrest if it is too far out.



#### Raise Legrest

- ▶ Press and hold to raise the Legrest.



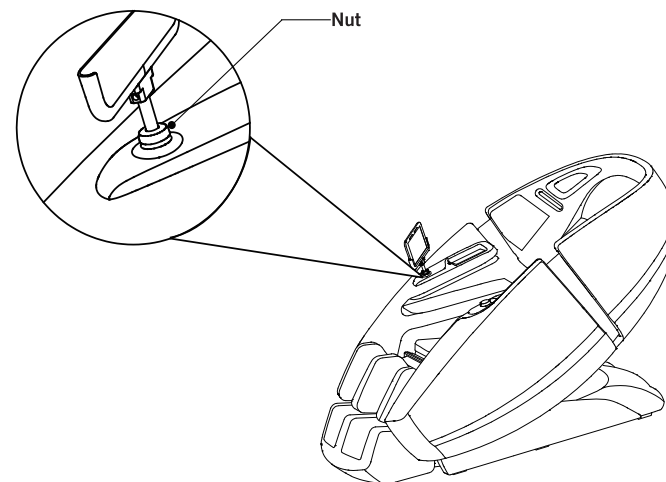
#### Lower Legrest

- ▶ Press and hold to lower the Legrest.

## ▶ SETUP & INSTALLATION

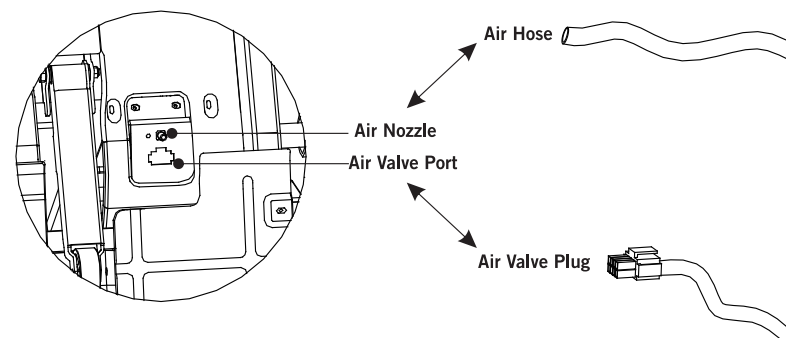
### 3: Install the Touchpad Controller Holder

- ▶ Insert the lower end of the holder into the socket and turn the nut clockwise to secure.



### 4: Installing the Legrest: Connections

- ▶ Lift the Legrest Unit to align it with the connection ports at the base of the front of the chair. Connect the Air Hose into the Air Nozzle and the Air Valve Plug into the Air Valve Port. Ensure that all are securely fitted.



## ▶ SETUP & INSTALLATION

### INITIAL ASSEMBLY

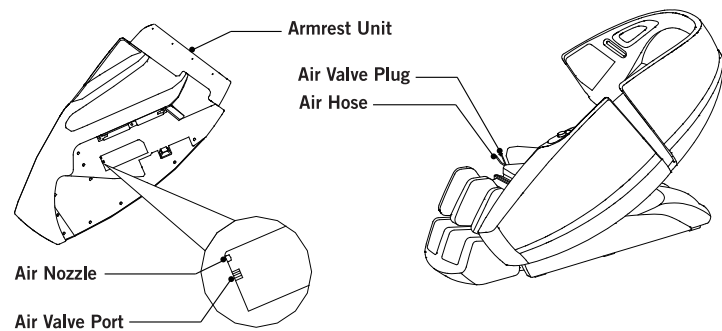
#### 1: Unpack Parts & Check

Carefully lift the chair and all of its parts from packaging.

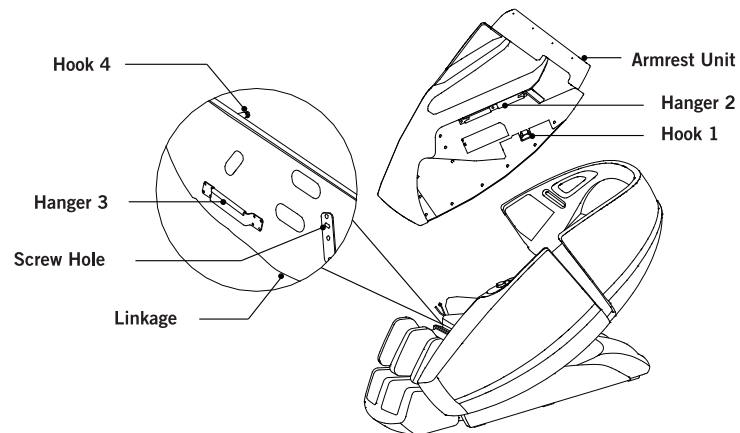
Remove any protective wrapping and check to make sure that all parts are present.

#### 2: Install the Armrests

Connect the Air Hoses of the base unit to the Air Nozzles of one Armrest.



- ▶ Lift the Armrest unit and align Hook 4 on the chair with Hanger 2 on the armrest; move it slowly down onto the chair's Linkage and then insert Hook 1 on the Armrest into Hanger 3 on the chair; affix a screw into the Screw Hole to secure into place.



## ▶ PARTS



### Raise Backrest

- ▶ Press and hold to raise the Backrest.



### Lower Backrest

- ▶ Press and hold to lower the Backrest.

## TOUCHSCREEN CONTROLLER

### Instructions:

- ▶ Navigate the menus using the intuitive Touchscreen Controller. If you are having any problems with the Touchscreen Controller, make sure that it is properly connected to the chair via Bluetooth. See "Settings" > "Connection" below.

For the complete Touchscreen Controller manual, tap "Settings" and navigate to "User Guide."

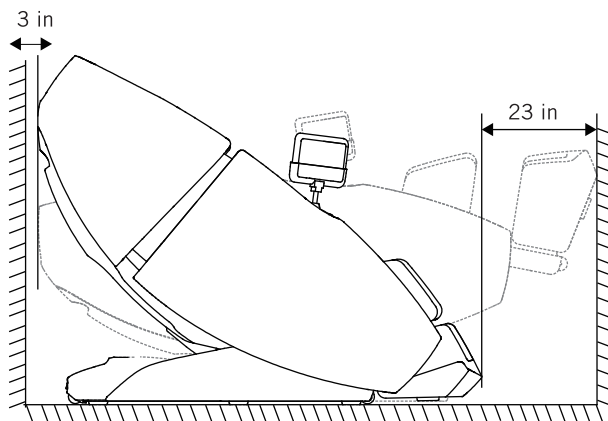


## ▶ SETUP & INSTALLATION

### INSTALLATION SITE

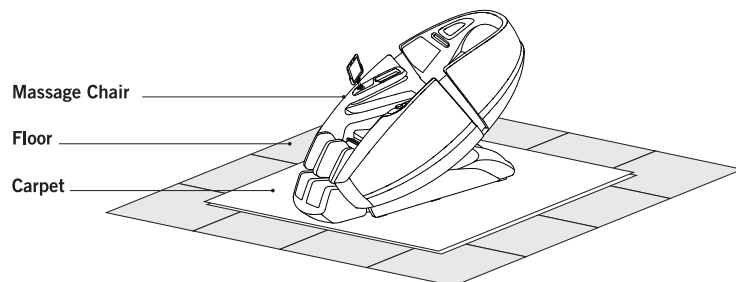
When looking for a location to place your massage chair, keep following in mind:

- ▶ The chair takes up more space when stretched out than when in an upright position. With the chair upright, allow at least 3 inches of open space behind the backrest, and at least 23 inches of space in front of the Legrest.
- ▶ To prevent wearing out the floor beneath the chair, we advise placing some cushioning material, such as a rug or plastic mat, underneath the chair.
- ▶ To prevent fire or damage to the leather upholstery, keep the massage chair away from any sources of heat (such as a stove or furnace).



### FLOOR PROTECTION

- ▶ Place the unit on a mat to prevent floor damage
- ▶ When placing a mat under the unit, the size of the mat should be sufficient to cover the areas where the unit touches and where the leg rest could touch the floor (at least 48 in. by 72 in.; or 122 cm by 183 cm).



## ▶ SETUP & INSTALLATION

### USAGE ENVIRONMENT

#### **WARNING**



To prevent possible electrical leakage, do not place the massage chair in or near a damp environment, such as a bathroom or spa.



Do not expose the massage chair to direct sunlight or high temperatures, such as in front of heating sources, because this can cause discoloration or hardening of the synthetic leather.

#### **DANGER**

This massage chair belongs to Class I of the IEC Protection Class. Be sure to use a three-prong power supply socket. To avoid electric shock, leakage, or other electric risk, ensure the ground wire connected to the power supply has obtained a stable ground connection.

