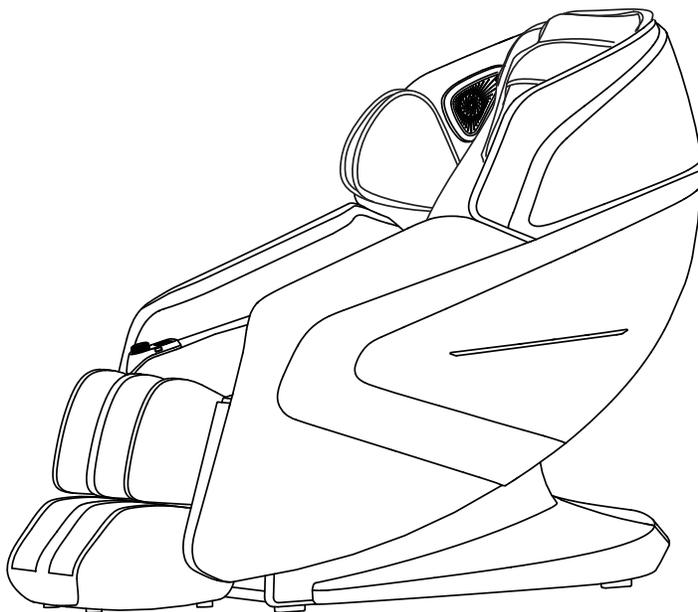


RELAXONCHAIR

JASPER

USER MANUAL



Please read SAFETY INSTRUCTIONS carefully before using the chair.

RELAXONCHAIR

Jasper Massage Chair

Congratulations and thank you for trusting RELAXONCHAIR. You are about to discover the many joys of owning a premium RELAXONCHAIR™ Jasper Massage Chair. Massage, combined with healthy eating, exercise and a good sleep regiment, is a great way to take care of your body & mind, leading to a happy, productive lifestyle.

For many years, RELAXONCHAIR has been the trusted source for quality massage products that improve your life. The RELAXONCHAIR™ Jasper Massage Chair represents our heritage of delivering amazing, quality products since the beginning. It is covered by our exclusive 3 year limited warranty. Take comfort in knowing our quality engineering team goes the extra mile every day, to make sure our customers rarely need it.

We believe you are going to love this chair. If so, please tell others how it has changed your life. If we have somehow let you down, please tell us directly. Continuous feedback from our customers, either loving the products or helping us to improve them, is critical to RELAXONCHAIR's success.

To communicate directly with us, please contact the RELAXONCHAIR Customer Care Center at (866) 647-3496. Representatives are available to assist you Monday through Friday from 9:00 A.M. to 5:00 P.M. (Pacific Time). You could also email us anytime at help@relaxonchair.com

Sincerely yours,

RELAXONCHAIR Product Development Team

Before you start using your RELAXONCHAIR™ Jasper Massage Chair, please read this operation manual thoroughly to learn about the correct methods of usage, especially the section on safety. This manual should be kept on hand for easy reference. It is your guide to safe and efficient operation.

Note: We reserve the right for the design to be changed. It is subject to change without notice. The pictures used in this manual are just for reference, and we ask you to please look at the actual product.

Table of Contents

Safety Precautions	1-4
Product Structure	5
Product Information	6
Product Setting	7-8
Preparation Before Use	9-12
Manual Control	13-15
Armrest Shortcut Keys	16
After Massage	17-18
Cleaning and Maintenance	19
Problems and Troubleshooting	20-21
Questions and Answers	22
Specification	23
Warranty	24

SAFETY PRECAUTIONS

Must followed

Listed below are safety matters that must be strictly observed in order to prevent personal and property damage during use.

- All safety matters will be explained according to the degree of harm or damage caused by misuse.

Warning

- Please pay attention to the symbols before each safety item. (Here are sample symbols)

 Must do not	 Must do
---	---

Warning



Must Do

- People who often go to the hospital, please consult with the doctor before using this product. Otherwise, it may cause an accident or cause discomfort.

<ul style="list-style-type: none"> (1) Wearing a pacemaker or other implantable electronic medical system that is susceptible to electronic interference (2) Malignant tumor patients (3) Heart disease (4) People who have been found to have lost the ability to distinguish temperature (5) Pregnant women or people who have just completed childbirth (6) People with sensory disturbances due to high peripheral circulation disorders such as diabetes (7) Patients with osteoporosis, spine fractures, suffering from sprains or muscle strains 	<ul style="list-style-type: none"> (8) Person injured in massage area (9) People with a body temperature of 100 ° F or more (with fever symptoms) (eg: symptoms of acute inflammation [enthusiasm, chills, changes in blood pressure, etc.] are strong, and they are weak) (10) People who must rest or have significant physical discomfort (11) People with abnormal spine or curved spine (12) People with disc herniation (13) In addition to the above, people with physical discomfort.
--	---
- If you feel abnormal during use, or feel no effect after use, please stop using it immediately and consult your doctor. Otherwise, it may cause an accident or cause discomfort.
- During massage or backrest, calf, and foot massage, please make sure in advance that there are no people or pets around the machine (back, under, front, and sides of the machine).
- Before use, make sure there are no objects or pets between the backrest and the back cover. Otherwise, it may cause an accident or cause discomfort.
- Before using the machine, be sure to lift the cushion to check whether the fabric covering the back of the massage roller is damaged or if the fabric in other parts is damaged. (No matter how small the damage is, please stop using it immediately, unplug the power plug, and warranty the machine.) Using the machine with a damaged fabric may cause injury or electric shock.
- Initially, choose the "*****" program for a light massage. Please control each massage within 30 minutes. Please control the massage of the same part of the body within 5 minutes. Otherwise, negative effects may occur and cause injury.
- After each use, slide the power switch to the "O" (off) position and unplug the power plug. Failure to do so may result in accidents or injuries due to naughty children.
- Please strictly observe the regulations for the use of sockets and wiring appliances.
- Please use 220V, 50 / 60Hz AC. Failure to do so may cause electric shock, machine failure, or fire due to overheating. Be sure to insert the power plug all the way into the socket.
- Doing so may cause electric shock or fire due to overheating.
- Clean the dust and other dirt on the power plug regularly. Failure to do so may cause poor insulation due to moisture and other causes, resulting in fire. (Please wipe the power plug with a dry cloth.)
- When an abnormality or failure occurs, stop using it immediately and unplug the power plug. (Otherwise, smoke, fire, or electric shock may occur)
 - <Examples of abnormalities and failures>
 - May not work after turning on the power switch
 - Mobile power cord, sometimes power on, sometimes power off
 - Foot odor and abnormal noise during operation
 - Deformed or abnormally heated massage chair
 - Please entrust an authorized service center for inspection and repair immediately.

SAFETY PRECAUTIONS

 Warning	
 Must Do	<ul style="list-style-type: none"> ● Even if the following people are in good health, please consult a physician before using this machine. <ul style="list-style-type: none"> (1) People with muscle atrophy or lean body due to aging (2) People who have low back pain due to bone or internal organ problems (3) People who are prone to sprains or bruises (4) People who react abnormally when they are motion sick (5) People who have had heart surgery or other visceral surgery in the past Otherwise, it may damage your health.
	<ul style="list-style-type: none"> ● Before sitting, make sure there are no foreign objects between the parts of the machine. (Make sure that there are no foreign objects in the back cover, backrest, seat surface, lower leg, foot massage part, or inside of the cushion.) Failure to do so may result in an accident, injury, or malfunction due to your hands, feet, or other objects being caught by the machine.
	<ul style="list-style-type: none"> ● Before sitting, make sure the massage wheel is in the storage position. If you want to leave the seat during the massage, you must stop the massage chair before leaving the seat. Doing so may cause an accident or cause injury.
	<ul style="list-style-type: none"> ● Before moving the machine, you must adjust the angle of the calf and foot massage to the original position. It may cause injury.
	<ul style="list-style-type: none"> ● If you use a pulley to move the unit, place a mat, etc. on the floor. Failure to do so may leave scars on the floor.
	<ul style="list-style-type: none"> ● Before moving the unit with the pulley, clear the surrounding obstacles. Raise the seat surface of the lower leg and leg massage to a position slightly lower than the waist, and slowly move. Failure to do so may cause an accident or cause injury due to the body falling over.
	<ul style="list-style-type: none"> ● This machine must be used on a level surface. Failure to do so may cause an accident due to the body falling over.
	<ul style="list-style-type: none"> ● If you experience symptoms such as rash, redness, and itching due to the use of this product, stop using it immediately and consult a physician. Doing so may cause an accident or cause discomfort.
 Must Do Not	<ul style="list-style-type: none"> ● Do not push the cushion between the backrest and the back cover. Doing so may cause the machine to malfunction.
	<ul style="list-style-type: none"> ● Please hold the frame to carry the machine, otherwise it may cause the machine malfunction or personal injury. ● The following persons should not use this machine. <ul style="list-style-type: none"> ● People who are not allowed to be massaged by a doctor (e.g. suffering from thrombosis, severe aneurysms, acute venous aneurysms, various dermatitis or skin infections [including subcutaneous Tissue inflammation], etc. Failure to do so may worsen the condition.
	<ul style="list-style-type: none"> ● The following persons should not use waist massage. <ul style="list-style-type: none"> ● People with acute low back pain, disc herniation, and lumbar displacement ● People suffering from hip discomfort such as deformable hip joint disease. Failure to do so may worsen the condition.
	<ul style="list-style-type: none"> ● During use, please do not put your hands, arms, and feet into the fabric covering the back of the massage roller. Children are prohibited from using the machine. In addition, do not allow children to play on the machine or climb onto the calf, foot massage, seat, backrest, or armrest. Do not climb on the backrest or armrest. Do not lean or sit on the backrest. Do not stick your head into the active area between the backrest and the back cover. Do not allow people who cannot express themselves or who cannot operate the machine to use the machine. When massaging the neck, pay attention to the movement of the massage wheel. Do not massage the front neck. Avoid massaging the neck excessively. Doing so may cause an accident or cause injury.
	<ul style="list-style-type: none"> ● Do not damage the power cord and power plug. (Please avoid such behavior: damage, processing, forcibly bending, twisting, lengthening the power cord and power plug, or placing the power cord and power plug near the heater, or placing heavy objects on the power cord and power plug, or arbitrarily bundling.) Using a damaged power cord or plug can cause electric shock, short circuit, or fire. Please consult the store where you purchased this product or the designated repair center for how to repair the power cord or plug.

SAFETY PRECAUTIONS

Warning



Must
Do not

- When using a "warm" massage wheel, do not allow the massage wheel to touch the same position for a long time.
- Do not use the "Knee Warm" massage for a long time.
 - * Low temperature burns may occur.
 - * Even if the temperature is relatively low (40 ° C to 60 ° C), the same part of the skin that has been in contact with the skin for a long time does not have any conscious symptoms such as fever and pain, which may cause low temperature burns.
- Do not damage the warmth of the knee (heater).
Do not insert pins or needles into the machine.
Do not damage with the cutter.
Damage to the internal heater may cause fire or electric shock.
- Do not plug or unplug the power plug with wet hands.
Failure to do so may result in electric shock.
- Do not modify this machine without authorization. Do not disassemble or repair the machine yourself.
Failure to do so may cause fire, abnormal movements, or personal injury.
- Do not place your head, belly, or skin against the massage wheel. Also, do not put your hands or feet between the massage wheels.
- Do not sandwich your knee between your calf and leg massage.
Do not fall asleep while using this unit. Also, do not use the machine after drinking alcohol.
When the air in the bulging seat airbag is not exhausted, do not stand on the seat surface, or jump down, or put things on it.
Doing so may cause an accident or injury.
- Do not use the unit while wearing any hard ornaments (such as cards etc.) on the head.
When there are hard objects inside the pants pocket (such as mobile phone, keys, etc.), remove them and massage them.
When massaging hands and arms, remove watches, nail covers, rings, etc.
Doing so may cause injury.
- Do not pull the power cord to try to unplug the power plug. Be sure to hold the plug itself to unplug it.
Otherwise it may cause electric shock or short circuit.
- Do not allow children to use the fixing screws on the remote control.
Failure to do so may result in accidents or injuries due to children's accidental eating or playfulness.
- Do not use it with other devices at the same time.
Doing so may cause an accident or cause injury.
- Do not put your hands or feet between the calf and leg massage part of the machine.
- Do not put your hands, arms, or head into the gaps between your calves and leg massage (leg stand).
- For your safety, be sure to store your calves and leg massage after finishing the massage.
- Do not put your hands, arms, or head between the backrest and the back cover.
- Do not place pets on the massage chair (back cover, backrest, armrest, etc.).
- During the massage, do not suddenly unplug the power plug or turn off the power switch suddenly.
It may cause injury.
- Do not stand or sit on the back cover.
Doing so may cause the unit to fall over and cause personal injury.
- Do not stand or sit on the lower leg, leg massage, or leg rest.
Otherwise, rotation of the front of the leg rest or the unit falling down may cause an accident or injury.
When the bottom of the calf and leg massage part hits the floor, it will damage the floor.
- Do not drag or push the unit while it is installed.
Doing so may damage the floor.
- Do not move the unit when someone is seated.
Failure to do so may cause an accident or cause injury due to the body falling over.
- Do not use the machine on heating equipment such as electric blankets.
Doing so may cause a fire.
- Do not place the remote control on the seat.
Doing so may damage the machine.

SAFETY PRECAUTIONS

 Caution	
 Do not touch with wet hands	<ul style="list-style-type: none"> ● Do not use the unit in a bathroom or other humid place. Failure to do so may cause electric shock or physical disturbance.
 No wet	<ul style="list-style-type: none"> ● Do not spray water or other substances on the unit or remote control. Otherwise it may cause electric shock, short circuit or cause the machine to malfunction.
 Unplug the power plug	<ul style="list-style-type: none"> ● To clean and maintain the machine, you must first unplug the power plug from the socket. Failure to do so may cause electric shock or injury.
	<ul style="list-style-type: none"> ● Unplug the power plug immediately after a power failure. Failure to do so may result in accidents or injuries when power is restored.
	<ul style="list-style-type: none"> ● When not in use, be sure to unplug the power plug from the outlet. Otherwise, dust and moisture may cause insulation aging and cause leakage and fire.

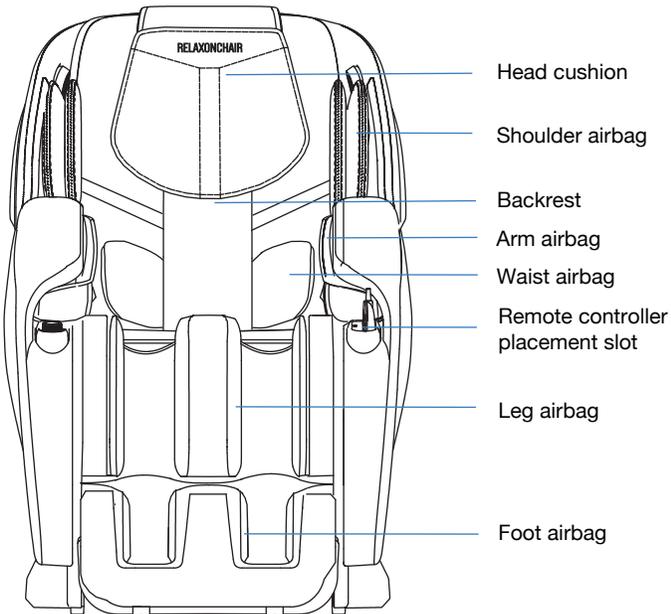
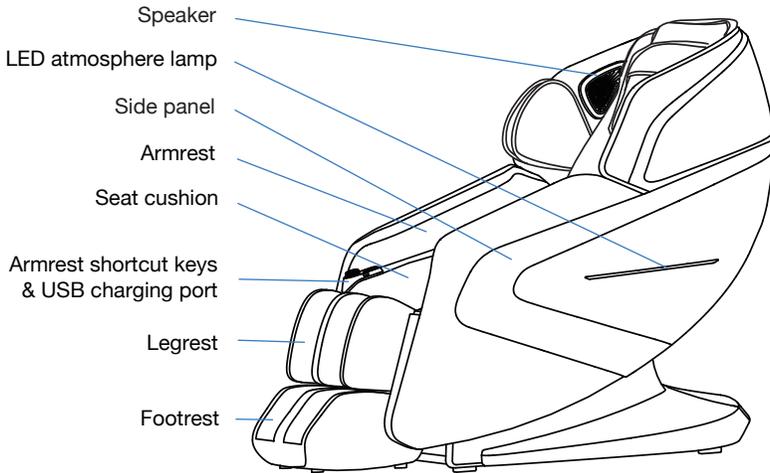
Grounding Instructions

- This machine must be grounded. If the unit malfunctions, grounding can be used to reduce the risk of electric shock.
- This machine is equipped with a power cord with equipment grounding lead and grounding plug. This plug must be inserted in full accordance with local codes and ordinances. Properly installed and grounded, suitable outlet.

Caution

- Improper connection of the device's grounding conductor can result in a risk of electric shock. If you have doubts about the grounding of this machine, please entrust a professional electrician to check it. Even if the plug provided with the unit does not match the outlet, you cannot modify it. Please entrust a professional electrician to install a suitable socket.
- This machine has a grounded plug. Make sure that the machine is connected to a socket that matches the shape of the plug.
- This unit cannot use a conversion socket.
- If the power cord is damaged, it must be replaced with a dedicated power cord or a special component purchased from its manufacturer or service department.
- This product has a heating surface and must be used with care by people who are not sensitive to heat!
- In order to achieve better comfort, the 4D movement cannot be adjusted to the highest level under the shoulder.

PRODUCT STRUCTURE



PRODUCT INFORMATION

Model	JASPER	Voltage	110V / 50Hz-60Hz
-------	--------	---------	------------------

Power	140W	Timer	10, 20, 30 mins
-------	------	-------	-----------------

N.W.	185 lbs	G.W.	220 lbs
------	---------	------	---------

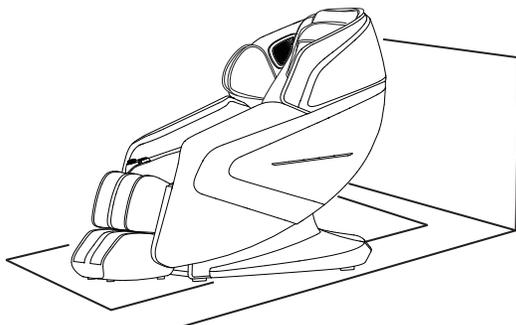
Product Size	56 (L) x 29.5 (W) x 46 (H) in		
--------------	-------------------------------	--	--

Carton Size	70 (L) x 30.5 (W) x 35 (H) in		
-------------	-------------------------------	--	--

PRODUCT SETTING

1 Check Environment

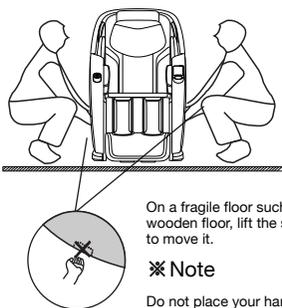
- Make sure there is enough space for the massage chair to tilt.



Do not expose the massage chair to direct sunlight or high temperatures (eg, in front of a heating device) as this may cause the synthetic leather of the massage chair to fade or harden.
To avoid floor damage, place a mat under the machine. When tilting the mat, the mat should be sized to cover the range of the floor that the machine touches the floor and the range in which the leg rests contact the floor (at least 200cm X 90cm) as shown.
Install the unit near a power outlet.

2 Product Movement Instructions

Method 1: Hold the armrests on both sides and lift them up.



On a fragile floor such as a wooden floor, lift the side panel to move it.

※ Note

Do not place your hand in the middle of the lower side of the groove to prevent the outer panel from coming out.

- Be careful when handling it to avoid back strain since the machine is heavy. (This machine must be handled by two or more people.)

N.W.	185lbs
------	--------

Place the machine on the floor

- Slowly lower the machine and be careful that the foot is crushed. Do not let go of the legs until the body is fully flat. Suddenly loosening your hand will cause the leg to spring back to its original position.
The floor may be damaged, so it is recommended to place mats and other items on the floor.

PRODUCT SETTING

3 Product Movement Instructions

Method 2: Use the slider to move the machine

⚠ Caution

Push the massage chair as right picture, but this method is not suitable for wooden floor push, otherwise it may leave scratches on the wooden floor.

Place the remote control and power cord in your seat.

- 1 Press power button
- 2 Return the backrest and calf to their original position.
Slide the power switch to the "O" (off) position. Remove the machine's plug.



After the installation completed, push the massage chair to move

⚠ Caution

- Do not drag or push the machine while it is installed.
- Do not hold the window frame to move the body. Failure to do so may result in malfunction or personal injury.
- Do not use sliding movement on the floor. Otherwise it may leave a scar on the floor.

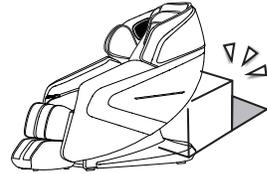
Do not move the machine while someone is seated. Otherwise, accidents or injuries may occur due to falls.

Do not hold the foot massage part while moving the machine. Moving on the slide can cause injury.

PREPARATION BEFORE USE

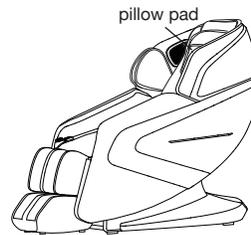
1 Check Around

Make sure there are no people, pets, or other objects around the product.



2 Roll Up the Pillow Pad and Fasten It With a Zipper

The pillow pad is rolled up and secured to the body with a zipper.

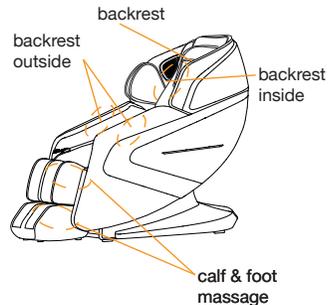


3 Make Sure There Are No Foreign Objects Between the Gaps in The Machine

Before the leg massage, confirm that there is no foreign body caught.

Caution

- Do not put your hands, fingers, feet, and head into the middle of the gap between the calf and the seat and the hand.
- Before you sit, please make sure that there are no foreign objects between the various parts of the unit.
- Do not put your hand, arm or head between the backrest and the back cover.
- Do not place your pet on a massage chair (back cover, backrest, armrests, etc.)



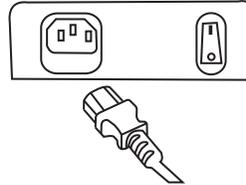
PREPARATION BEFORE USE

4 Check the Power Cord and Power Plug

⚠ Caution

- Please clean the dust on the power plug regularly. Failure to do so may result in poor insulation due to moisture, etc., resulting in a fire. (Please wipe the power plug with a dry cloth.)
- Do not damage the power cord and power plug. (Please avoid such behavior: damage, processing, forcible bending, twisting, lengthening the power cord and power plug, or placing the power cord and power plug close to the heater, or attaching heavy objects to the power cord and power plug, or any bundle.) Using a damaged power cord or power plug may result in electric shock, short circuit, or fire. Please consult the store where you purchased the product or the designated service center for the method of repairing the power cord or power plug.

- Be careful not to get caught on the feet, etc. by the power cord.
- Be sure to push the interface completely into the device power input jack.

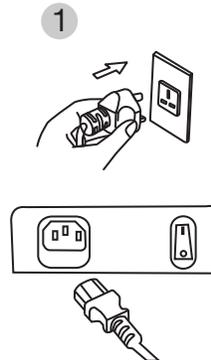


5 Turn On the Power

- 1 Plug the power cord into a power outlet.
- 2 Slide the power switch to the "I" (on) position.

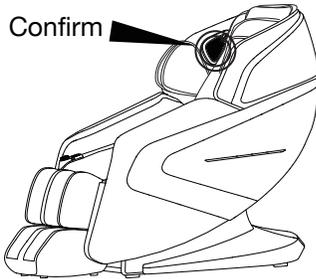
⚠ Caution

- Please clean the dust on the power plug regularly. Failure to do so may result in poor insulation due to moisture, etc., resulting in a fire. (Please wipe the power plug with a dry cloth.)
- Please strictly observe the regulations for sockets and wiring devices.
- Please use 110V, 50/60Hz AC. (Do not use this product abroad or connect the transformer without authorization.) Failure to do so may result in electric shock, malfunction of the unit, or fire due to overheating.
- Do not plug or unplug the power cord with a wet hand.



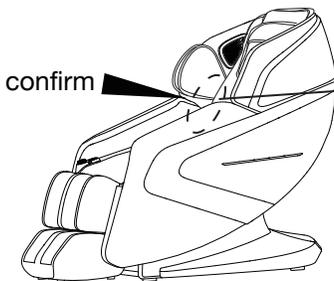
PREPARATION BEFORE USE

6 Confirm That the Massage Ball Is in the Storage Position



When the massage ball is not in the storage position, press the power button to return to the storage position.

7 Confirm That the Fabric and leather is not damaged or cracked



Check area:
The backrest covers the fabric on
the range of the massage ball.

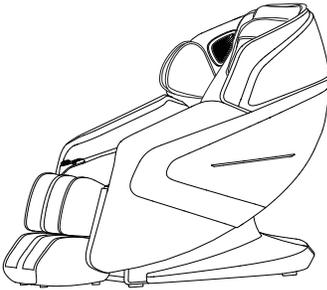


Caution

- Before using the product, be sure to open the pad to check if the fabric in the area is damaged. Other parts should also confirm whether the fabric and leather is damaged. (No matter how small the damage is found, please stop using it immediately, unplug the power cord and send the unit for repair.) Using the product in the event of damage to the fabric may result in injury or electric shock.

PREPARATION BEFORE USE

8 Adjust Chairs As Required



Adjust back pad angle

- Adjustable backrest angle.

When it is necessary to adjust the backrest to the comfortable position, use the remote control to adjust.

9 Adjust Foot Massage Length As Required



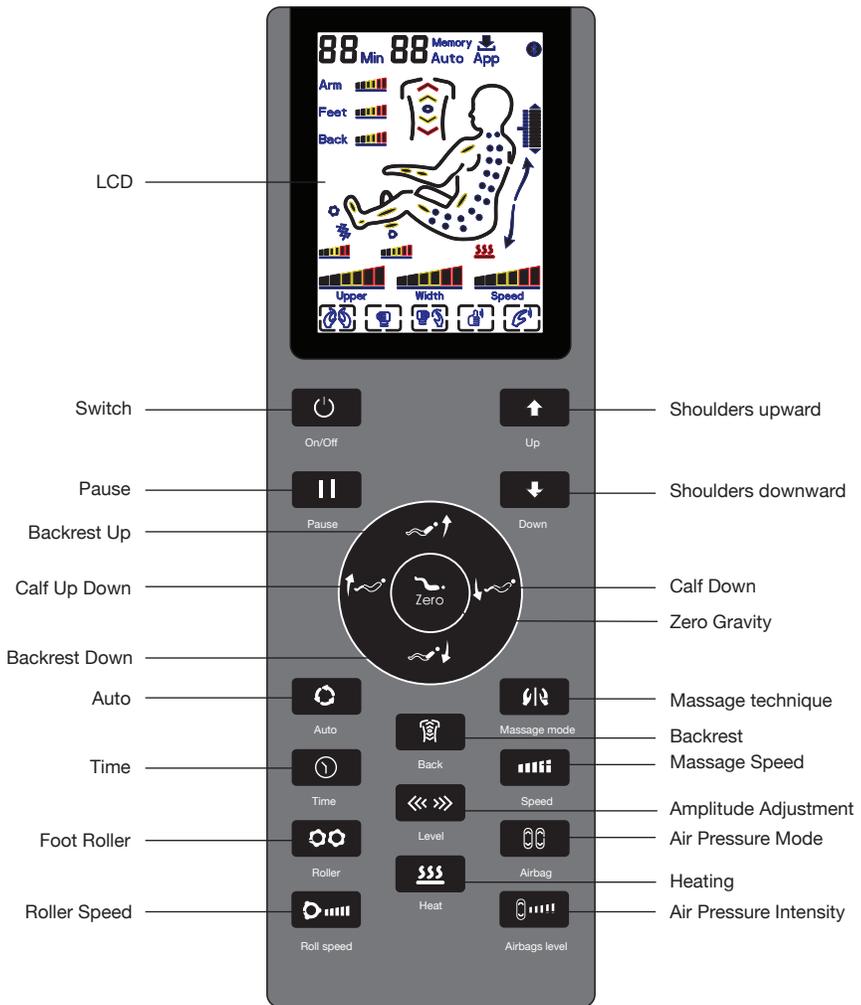
For tall people

- Pressing the heel hard can lengthen the foot massage, and the knee is not easy to hang.

When the lower leg is adjusted to a comfortable position, the length of massage can be adjusted by firmly stepping on the heel.

MANUAL CONTROL

Remote Controller



MANUAL CONTROL



Power

Press Power button to start the massage session. By default, it is set to start Auto Mode 1. Press Power button at anytime to turn off the massage chair and end the massage session.



Pause Button

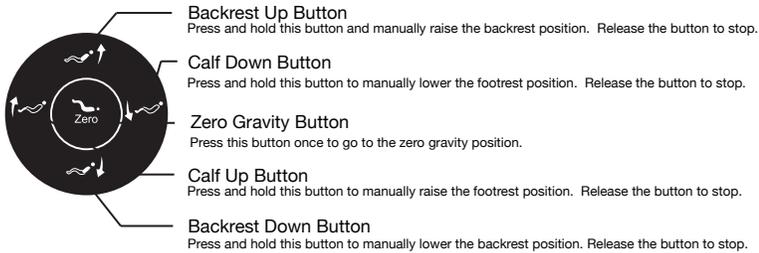
Press Pause button at anytime to pause massage session. Press Pause button again to resume massage session.



Shoulder Position Adjustment Button

Shoulder Position Adjustment has two functions.

- 1) After you press Power button to start the massage session, the built-in body scanning will start and the back roller will move down and up to scan your shoulder height. At the end of the body scanning, you will hear 7 beeps for around 7 seconds. During this 7 seconds, you can adjust your shoulder height either up or down by pressing corresponding button.
- 2) On manual mode with fixed-point massage, you can manually adjust height of massage rollers either up or down by pressing corresponding button.



Auto Mode Button

Press this button to go to the next Auto mode(Ex. While on Auto Mode 1, pressing this button will start the Auto mode and so on). There are 12 Auto modes. Here are 12 auto modes.

Auto Mode 1 Inspire Greatness

Auto Mode 2 Comfort Enjoyment

Auto Mode 3 Deep Relaxation

Auto Mode 4 Soft Care

Auto Mode 5 Family Care

Auto Mode 6 Neck Shoulder Care

Auto Mode 7 Stretching Massage

Auto Mode 8 Lumbar Back

Auto Mode 9 Spine Care

Auto Mode 10 Swedish Massage

Auto Mode 11 Vietnamese Massage

Auto Mode 12 Thai Style



Time Setting

Press the button once, it will take 30 minutes; Press again for 10 minutes; Press again to change to 20 to 30 minutes, and repeat this cycle.

MANUAL CONTROL



Foot Roller

Press this button to turn on or off the foot roller function.



Roller Speed

When the foot roller function is on, press this button to cycle through the first, second and third speeds.



Backrest Massage

Press this button to cycle through the whole body, local, and fixed-point massage.



Amplitude Function

Under manual tapping, slamming, finger pressing and other massage techniques, press this button to cycle through narrow, medium and wide massage ranges.



Heating Function

Press this button to turn on or off backrest pad heating or calf heating.



Massage Technique

Press this button to cycle choose kneading,striking,tunk, shiatsu and other massage techniques.



Massage Speed

When manually using kneading,striking,tunk, shiatsu and other massage techniques, you can cycle through the first, second and third massage speeds.



Air Pressure Mode

Press this button to cycle through the various combinations of leg airbags, backrest cushions and shoulder airbags, arm airbags.



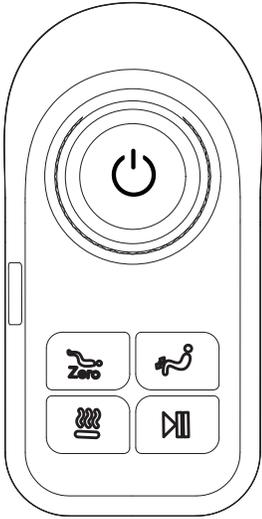
Air Pressure Intensity

Press this button to select the first, second and third air pressure intensity.

How to connect bluetooth

- From your phone, search for device name called **[JASPER]** and connect to your phone.

ARMREST SHORTCUT KEYS



Switch Knob

Press and hold to switch on/off (on: blue light flashes slowly; off: blue light turns off)

Tap this key: Cycle through modes (mode 1, mode 2, mode 3 -)

When the calf light is off

-Turn the knob clockwise to move the backrest upwards

-Turn the knob counterclockwise to move the backrest downwards

When the calf light is on

-Turn the knob clockwise to move the footrest upwards

-Turn the knob counterclockwise to move the footrest downwards



Calf Keys

Tab the calf button to cycle on and off

Calf key on, the key indicates a blue light

The calf button is turned off and the blue light is off



Pause Button

Click on this button to pause the operation indication blue light,

At the same time the encoder indicator stops flashing slowly and turns normally on

Press this button again to resume operation, the blue light turns off and the encoder light resumes slow flashing.



Zero Gravity

Tap this button to cycle Zero Gravity 1, Zero Gravity 2, Off

Zero Gravity on, this key indicates blue light

Zero Gravity off, key indicates blue light off



Heating Keys

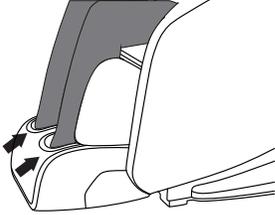
Press the heating key to cycle on and off

When heating is on, the key indicates a blue light

When heating is off, the key indicates the blue light is off

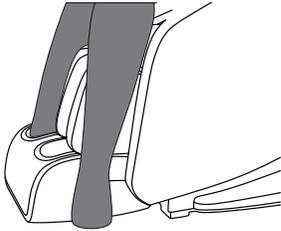
AFTER MESSAGE

- 1 Turn the foot massage to the original position.



- 2 Remove your foot from the calf and foot massage.

To ensure safety, please be sure to move your calf after use.



Retraction method of calf foot massage part

- Make sure there is nothing in the calf. Slowly remove the legs from the calf leg massage.

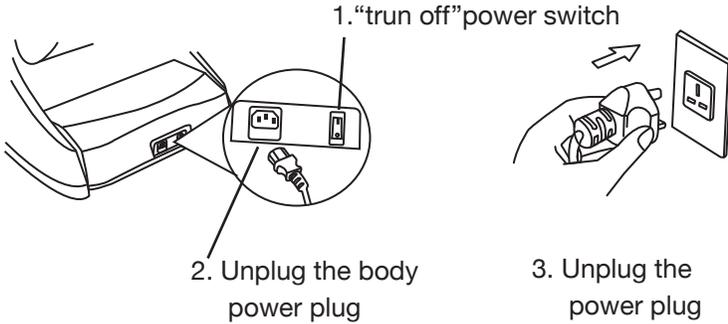
- 3 Return the remote control to the armrest bag.

Caution

- Children are not allowed to use this machine. In addition, do not let children play on the massager body, or climb to the calf, seat surface, backrest and armrest. Otherwise, accidents or injuries may be caused.

AFTER MESSAGE

4 Cut off the power.



About the timer function

The timing function is activated after the massage starts, and will automatically end when the time is up.

- The calf and foot massage will automatically drop.
- The massage wheel will move the storage position.
- The backrest does not rise automatically.

If the LCD screen is turn off, press the power button, and the calf to retract the original position.

When feeling abnormal

Press  button

- All operations will stop immediately.
- Carefully walk down from the massage chair to prevent it from overturning.

When massage function stop

Press  button

- Calf, foot massage automatically drops, massage round back to the recovery position.
- After the massage wheel is stowed, the backrest rises.

Caution

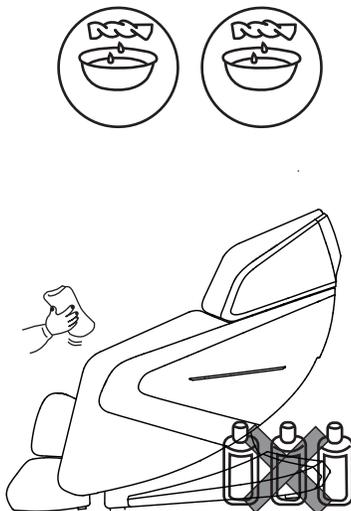
- After each use, slide the power switch to the "O" (off) position and unplug the power cord. Otherwise, accidents or injuries may be caused by children's naughtiness

CLEANING AND MAINTENANCE

Cleaning synthetic leather parts

Wipe the leather with a soft, dry cloth.

- Do not clean the machine with chemicals such as diluent, gasoline or alcohol.
- When using the leather maintenance products (rags) on the market, please follow the instructions.
- If the synthetic leather is particularly dirty, wipe it with the following methods.
 - ① Immerse the soft cloth in water or hot water containing 3% to 5% neutral detergent, then wring it thoroughly.
 - ② Wipe the leather surface with the above soft cloth.
 - ③ Wipe off the cleaning fluid with a cloth that has been soaked in clean water and completely wrung dry.
 - ④ Wipe with a soft wrung cloth.
 - ⑤ Let it dry naturally.
- When it is difficult to remove stains, please immerse the commercially available melamine foam in a neutral detergent and then wipe the machine with it.
- Do not blow dry the surface with a blower.
- Since the color of the fabric is dyed onto the surface of synthetic leather, be careful when wiping the unit with denim and color fabrics.
- Do not allow these parts to come into contact with plastic for a long time as this will cause discoloration.
- Synthetic leather has the possibility of discoloration, so when using hair dye, cover the contact with a towel.



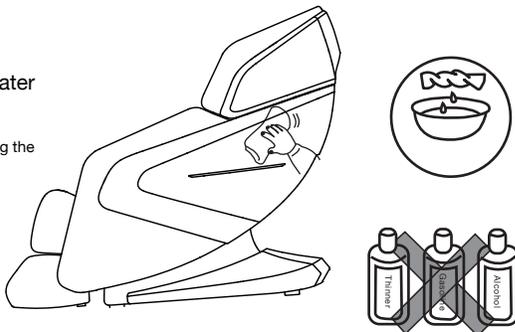
1 Immerse the soft cloth in water or hot water containing a neutral detergent, wring it out, and wipe the plastic part of the machine.

- Do not use chemicals such as diluents, gasoline or alcohol to clean the machine.

2 Wipe with a cloth soaked in water and wring thoroughly.

- Be sure to wring the cloth before wiping the remote control.

3 Let dry naturally.



PROBLEMS AND TROUBLESHOOTING

Q Can the product be used by people who often go to the hospital because of illness?

A People who often go to the hospital, please consult with the doctor before using this product.

Massage is called "touch pressure stimulation", which is to relieve muscle tension and promote blood flow by compressing muscles. Depending on the cause, massage may cause the condition to worsen, so be sure to use this product after consultation with the attending doctor.

Q How tall is the person suitable for this product?

A There will be some differences depending on the body type. Please refer to the use of this product.

Users under 145cm in height and users over 185cm in height may use both upper body massage and calf foot massage. There may be insufficient contact between the foot and the foot massage, or bending of the knee.

When the user with a tall height feels that the knee is bent

Please use the following method ① or method ②.
① Lower the backrest and lower the position of the calf foot massage.
② Use the leg to set the stage and massage only (Foot massage is used separately from upper body massage).

When it is difficult for short users to reach the foot massage department downward.

Please use the following method ① or method ②.
① Raise the backrest and raise the position of the calf foot massage
② Use the leg mounting and massage only the upper body (Foot massage upper body massage is used separately).

Q When moving, what needs special attention.

A There will be some differences depending on the body type. Please refer to the use of this product.

- For easy handling, please tilt the backrest of the massage chair to the lowest position.
- Do not sit on the seat when handling.
 - ① Press the power button to connect the power.
 - ② Press  make the backrest fully tilted. Press this button again, the backrest and calf stop this movement.
 - ③ Turn off the power switch and unplug the power cord.
- In the case of an original carton, please make sure that the power cord is not wrapped around the unit and wrap the power cord on the seat surface. When handling, please note that the power cord does not fall and does not rub against the ground.
- In the absence of the original carton, in order to prevent the body from being scratched and the vibration during handling, please use other packaging materials to wrap this product properly.

Q Where can I find the manufacturing number of the product?

A Under the seat surface on the back of the main body of the massage chair.

Q How to do without feeling the warmth from the knee?

A [Knee warm feeling] Only the fabric at the knee has a warm feeling. Please put your knee close to the heat transfer area. When the foot massage part is too high, the knee is in close contact with the warmth transmitting part, making the user feel warm. How to do without feeling the warmth from the knee?

Q A little concerned about the sound of massage chair operation....

A The sound produced when the massage chair is operated is generally due to the movement structure.

Q There is a difference in the massage intensity between the left and right massage wheels in the massage. Is that OK?

A Due to the movement structure, it is possible to feel the difference in the strength of the left and right massage wheels during the massage.

In order to simulate the most natural massage technique, the movement of this product adopts the movement structure that allows the left and right massage wheels to alternately beat the back. During the process of massage, the specific position of the left and right massage wheels in contact with the back may be slightly different, which may cause the user to have different feelings of massage on the left and right sides. In this moment, our product haven't broken down.

Q Feel the pressure on the sole of the foot is too hard....

A Use the airbag button to set the airbag strength to "1". In addition, lowering the calf foot massage can also reduce the finger pressure of the sole

Q What is the monthly power consumption when using this product?

A According to the usage frequency of 30 minutes per day, the electricity consumption of this product is about 2.5 degrees per month.

PROBLEMS AND TROUBLESHOOTING

After finding the fault, first check and try the method
If the fault persists after the attempt, please contact the store.

Problems	Cause and Treatment
The massage wheel stops during the use of the machine. (The massage chair makes a "beep beep" sound, all the display icons and buttons on the remote control flash and then go out)	During use, when the massage wheel encounters excessive external force, the massage wheel may stop moving for safety reasons. If all the markers and buttons on the remote start to flash, this is extremely abnormal. Please turn off the power switch, wait about 10 seconds, then turn the power back on. If the massage wheel stops again, please adjust your sitting position so that the back is not completely attached to the backrest. (Relevant precautions shall be observed, especially when used by people with a weight of 100kg or more.)
Do not tilt The calf should not be raised or lowered (make a "beep beep" sound, the operation indicator light of the remote control is off and stops running)	If the machine encounters obstacles or uses too much force, the machine will stop working for safety reasons. When all the displayed contents and buttons are flashing, and the backrest or calf has stopped working. Turn off the power of the machine once, turn on the power again after about 10 seconds, and then operate the machine.
The massage wheel does not reach the position of the shoulder or neck	If the head does not contact the bolster, or the back does not contact the backrest. The shoulder position may be lower than the actual position during the body shape test. At the deepest position of the seat, lean your head against the bolster and start from the beginning.
The height (strength) of the left and right massage wheels is different	Because it is equipped with a massage movement that can perform the interactive beating and clapping action of the massage wheel, this kind of situation is purely natural and not an organic fault.
This machine is not working at all. <ul style="list-style-type: none"> ● Upper body (neck to waist) massage. ● Calf and foot massage. 	The power cord is disconnected. The machine power switch is not turned on. No program selected after pressing the power button on the remote control.
There is no warmth in the massage wheel and knee warmth.	The massage wheel and knee warmth buttons are set to the off state. The warmth of the knee is only warm in the fabric of the knee. The perception of temperature is different according to the user's body type, massage technique, clothes and room temperature. When the foot massage part is raised, the knee is in close contact with the warmth transmitting part, making the user feel warm. In addition, the user can increase the warmth by covering the knee with a blanket.
Even if the warm function is turned off, the temperature will not drop.	Due to the structure of the heater, it will still feel warm due to residual heat after heating. Even if the heating function is turned off, continuous massage of the uniform part will increase the temperature of the body.
Even if you press the massage wheel and the knee feel, the heater does not heat up.	If the upper body massage or knee massage is not heated, the warm function can not be used separately.
The machine has been damaged.	To prevent accidents, please contact the authorized service center.
The power cord or plug is abnormally hot.	

If the above processing method is invalid, please refer to the «product warranty» and contact us.

QUESTIONS AND ANSWERS

About the sound and caring feeling of the machine during operation

In the process of using, the following movement sounds will occur, but this is due to the structure of the massage chair, not abnormal

- When the massage wheel sound from out to back.
- The sound and feel of the massage wheel as it passes over wrinkles in the fabric.
- The sound and feel of kneading and trip.
- The friction of the massage wheel.
- Movement sound in up and down movement
- Carousel of conveyor belt.
- The sound of motor.
- The sound of the massage wheel when it is stretched instead of squeezed.
- The sound of sitting down
- Friction sound between armrest and cushion when backrest inclines.
- Friction sound between massage wheel and cloth.
- Working sound of air pump during air bag massage operation.
- Exhaust sound during airbag massage operation.
- The working sound of the seat under the electromagnetic valve when the air bag is massaged.
- Shaking of legs.
- The sound of shoulder extension and movement.
- Action sound of air bag.
- Sliding sound of foot massage.
- When the backrest is tilted, the sound produced when the cushion rubs against the leather on the back cover.

When the sound gets louder, there may also be a fault.

- At this time, please entrust authorized service center for inspection and repair.

Caution

- Do not modify the machine without permission. Do not disassemble or repair the machine by yourself.
- Otherwise, it may cause fire, abnormal movement and cognitive injury.

Caution

- When abnormal or malfunction occurs, stop using immediately and unplug the power plug. (Otherwise, it may smoke, catch fire and get an electric shock.
<abnormal - Failure case>
Do not operate after switching on the power switch.
Mobile power cord, sometimes electrified and sometimes not electrified.
In the movement of the smell of scorch, abnormal sound.
Massage chair distortion or abnormal heat.
→ Please immediately authorize the service center to inspect and repair.

SPECIFICATIONS

Power		AC110V~, 50Hz~60Hz
Consumption of electricity		140W (It's about 0.3w when you turn it off with the remote control)
Upper body massager	Massage range (upper and lower directions)	About 57in
	Massage range (left and right directions)	The distance between massage wheels when using this machine (includes the width of massage wheels) The distance between the massage wheels during back rolling up and down movement(includes the width of massage wheels):about 1in~1.4in
	Massage range (front and back directions)	Massage wheel highlights volume (strength is adjustable) about4.7in
	Massage speed	Kneading about 19 times/minute~about36times/minute Beat about 242 times/min ~ 720 times/min (unilateral) Moving speed about 1in/ SEC ~ 1.4in/ SEC
Angle		Back of massage chair : About 128 ~ 154° Leg massage: about 4 ~ 86°
Auto off		About 10-30 minutes (Automatic power off)
Size	Untilted (highX wideX length)	About 56in X 29.5in X 45.9in
	Tilted (highX wideX length)	About 67.8in X 29.5in X 33.5in
Weight		About 185lbs
Package size (highX wideX length)		70x30.5x35in
Weight(including packing)		About 214lbs
Maximum Body Weight of user		About 264.5lbs

For people weighing 220lbs or more, the product may generate more noise during operation and the fabric cover may wear out faster.

WARRANTY

RELAXONCHAIR Limited Three (3) Year Warranty

RELAXONCHAIR warrants to the original purchaser of this product that the product will be free from manufacturing defects in workmanship and material for a period of three (3) years from original date of purchase with following coverage. Original purchaser must provide proof of purchase for the warranty. For the 1st Year from the date of original purchase, the warranty will cover all necessary parts and labor including transportation to and from authorized repair center when on-site repair is not available. For the 2nd year, this warranty covers defective parts or components only. The original purchaser must contact RELAXONCHAIR customer service department and provide a description of defective parts and the symptoms of issue, including digital pictures/videos if requested. For the 3rd year, this warranty covers main structural body frame only. In the event main structural body frame either bends or break, RELAXONCHAIR shall replace the frame.

OUR WARRANTY DOES NOT COVER OR APPLY TO:

(1) Normal wear and tear items including but not limited to Velcro, zipper, or tears in any fabric and cosmetic covers. Damage to the product due to misuse, mishandling, and abuse. (2) Product not assembled or installed according to manufacturer's instructions. (3) Damage or loss that has occurred during shipping or transportation, any claims for such loss or damage must be addressed and resolved with the designated carrier. (4) Accidental damage or negligence of end user such as stains, fluids, mold, water damage, animal damage, cuts, and burns. (5) Act of God (6) Any property damage other than the product and/or economic loss of end user. (7) Any second-hand owner. This warranty is not transferable and only applies to original purchaser. (8) Any commercial use of this product voids this warranty. This product is intended for residential use only. (9) Products purchased from unauthorized dealers. (10) Unnecessary service calls. If no issue is found upon diagnosis by service technicians, original purchaser may be charged standard rate for service calls, shipping costs, and parts. (11) Installation, set-up, or relocation from the originally installed location. (12) Modifications or altered conditions of the original product, improper use of electrical/power supplies, electrical disturbances and power surges.

Warranty Claim Procedure: You can reach RELAXONCHAIR customer service department either by email at help@relaxonchair.com or by phone at 1-866-647-3496. Customers must provide proof of purchase for any warranty claim. Repair Order Number shall be assigned once we receive your claim. Authorized repair center will not accept any repair without Repair Order Number. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

For more detailed information about our warranty, please visit our website.

www.relaxonchair.com

For Warranty Information, please visit
<https://relaxonchair.com/pages/warranty>

For Warranty Registration, please visit
<https://relaxonchair.com/pages/relaxonchair-warranty-registration>