

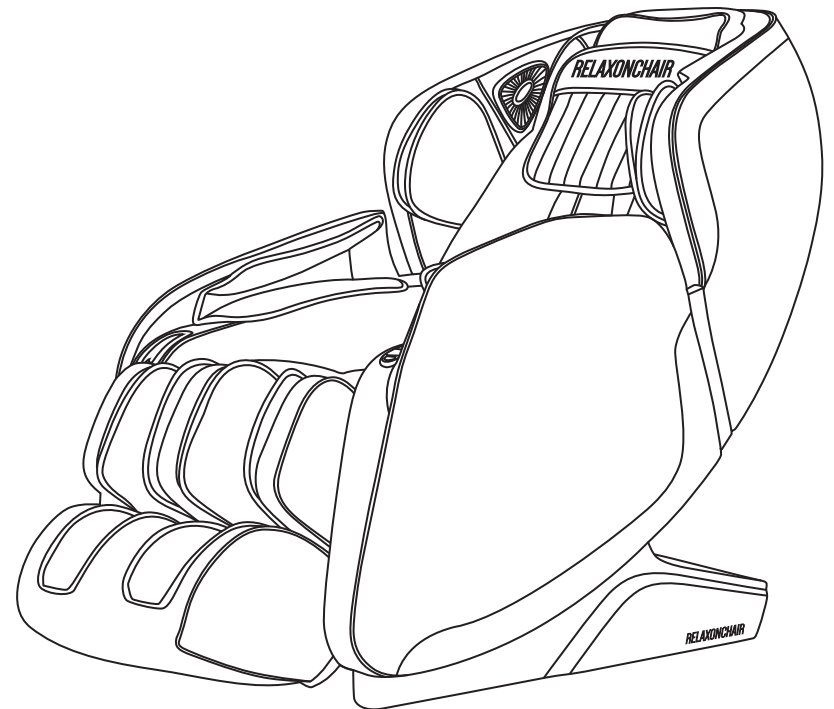
RELAXONCHAIR

MK-III

USER MANUAL

Please read SAFETY INSTRUCTIONS carefully before using the chair.

RELAXONCHAIR®
BEST NEW ZERO GRAVITY SHIATSU FULL MASSAGE CHAIR
relaxonchair.com



relaxonchair.com

RELAXONCHAIR

MK-III Massage Chair

Congratulations and thank you for trusting RELAXONCHAIR. You are about to discover the many joys of owning a premium RELAXONCHAIR™ MK-III 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™ MK-III 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, we would appreciate telling 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. PST, You could also email us anytime at help@relaxonchair.com

Sincerely yours,

RELAXONCHAIR Product Development Team

Before you start using your RELAXONCHAIR™ MK-III Massage Chair, please read this operation manual thoroughly to learn about how to correctly use the product with emphasis on safety. This manual should be kept on hand for future reference.

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.

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When using the RELAXONCHAIR™ MK-III Massage Chair, basic precautions should always be followed, including the following: Read all instructions before using the RELAXONCHAIR™ MK-III.

DANGER - To reduce the risk of electric shock:

- Always unplug this Massage Chair from the electrical outlet immediately after using and before cleaning.
- Never use pins of other metallic fasteners with this appliance.
- Carefully examine the covering before each use. Do not turn on or use it if the covering shows any signs of deterioration.
- Keep dry - Do not operate in wet or moist conditions.

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

1. RELAXONCHAIR™ MK-III Massage Chair should never be left unattended when plugged in. Unplug from the outlet when it is not in use.
2. Please keep a close eye when this massage chair is used by or near children or the unable. Please keep things free surrounding the massage chair, specifically the backrest and footrest.
3. Please use this massage chair only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
4. Never operate this massage chair if it has a damaged cable or plug. If it is not working properly, please contact RELAXONCHAIR Customer Service at (866) 647-3496.
5. Do not use the cable as a handle or means of moving the massage chair.
6. Keep the cord away from heated surfaces.
7. Never operate the massage chair with any of its air openings blocked. Keep the air openings free of debris.
8. Do not use outdoors. The massage chair is intended for indoor use only.
9. Do not operate where aerosol products are being used.

2 SAFETY INSTRUCTIONS

10. To disconnect the chair, turn all control to the off position, to remove the plug from the outlet.
11. Do not stand on or in the MK-III Massage Chair. Use only while being seated properly.
12. This product is not intended for use by children, or persons with reduced physical, sensor, or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety.
13. Please use the heat function carefully. Do not overuse if you have sensitive skin or if you have poor blood circulation. The repeated use of heat by children or disabled persons may be dangerous. Please frequently check and make sure that the skin in contact with heated areas is fine in order to reduce the risk of burns and blistering.
14. Do not crush the massage chair.
15. Keep children and pets away from the motorized portions of the massage chair.
16. NEVER REMOVE THE COVER.
17. Connect this appliance to a properly grounded outlet. Please see grounding instructions.

*** This RELAXONCHAIR™ MK-III Massage Chair is intended for household use only.**

1. USAGE ENVIRONMENT

- Do not use the massage chair in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not use the massage chair in a room with a temperature of 104°F or higher.
- Do not expose the massage chair to direct sunlight or heat.
- Place and use the massage chair on an even, non-slip floor.
- The massage chair is designed for home use, and not for commercial purposes.

SAFETY INSTRUCTIONS 3

⚠ CAUTION

If you use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level.

If the massage chair is stored in a cold place and is being brought into a warm environment, it is recommended to wait one hour before use. This is because its performance may not be at an optimum level.

Using the Massage chair under different conditions may result in malfunction.

2. SAFETY PRECAUTIONS

1. To ensure safe and correct use of the massage chair, do not operate it without reading this manual.
2. Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction.
3. Do not use the massage chair with other therapeutic equipment or electric blanket etc. as this may result in ineffectiveness or injury.
4. Do not use the massage chair within an hour before or after eating as this may have adverse effects on the user.
5. Do not allow children or pets to play around the massage chair, such as behind or in front of the massage chair. This may result in injury.
6. Do not rest or place heavy objects on the armrests, footrest or backrest as this may result in malfunction or injury.
7. Do not use the massage chair when your body is wet.
8. Do not operate with wet hands.
9. It is not recommended to use the massage for more than 30 minutes at a time.
10. Over-massaging an area on our body may result in excessive stress on your muscles, and may have adverse effects.
11. Do not insert your hand or foot along the paths of the massage rollers during use as this may lead to injury.
12. Stop operation immediately if you experience any discomfort.

4 SAFETY INSTRUCTIONS

13. This product is not intended for self-treatment of conditions that should be managed by a qualified healthcare provider.
14. Individuals on medication, or with medical conditions, should consult their doctor before use.
15. Remove all accessories such as scarfs, necklaces, or watches before using the massage chair.
16. Please do not use the product if you are feeling unwell.

3. PEOPLE WITH MEDICAL CONDITIONS

Consult your doctor before use if you:

- Are under medical rest as ordered by a doctor.
- Have spinal disorders, an abnormal spinal cords or have suffered a spinal injury.
- Have back problems.
- Have diabetes, osteoporosis or sensory impairment.
- Have joint dysfunction.
- Have a pacemaker or other electronic medical devices.
- May be pregnant.
- Have phlebitis or thrombosis.
- Have an increased risk for blood clots.
- Had recent surgery.
- Have surgical pins, screws, or anything mechanical implanted in your body.

⚠ CAUTION

- The massage chair is not intended for use by children of persons with reduced physical, sensory, or mental capabilities, or lack of knowledge and experience, unless they have been given supervision or instruction concerning the use of the massage chair by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the massage chair.
- Avoid using the massage chair under the influence of alcohol.

SAFETY INSTRUCTIONS 5

- Do not apply massage rollers directly on the head, elbow, knee, torso or abdomen.
- If your legs or feet slip off the leg rest during a massage, do not force them back in as this may result in injury.
- Remove the power plug from the electrical outlet immediately should liquid be accidentally spilled onto the massage chair. Do not use wet hands to connect or disconnect the power plug from the electrical outlet.
- Do not tamper with the power cord or use the massage chair with a damaged cord as this may result in malfunction and/or electric shock.

4. INSTANCES WHEN THE MASSAGE CHAIR SHOULD NOT BE USED

In the following events. Please switch off the main power switch immediately, and disconnect the power cord from the electrical outlet.

- If water is accidentally spilled onto the massage chair. This may result in electric shock or malfunction.
- If the fabric of the backrest is torn and the internal components are exposed.
- If pain or discomfort is felt during massage, stop operation immediately, and consult with your doctor.
- If you detect any malfunction or any other abnormal condition during operation.
- If there is a power outage, injury may occur when power is restored unexpectedly.
- If there is lightning.

5. ASSEMBLY AND REPAIR OF THE MASSAGE CHAIR

Do not attempt to disassemble the RELAXONCHAIR™ MK-III Massage Chair yourself unless instructed to do so by RELAXONCHAIR's technical support team. Touching the internal components may result in malfunction or electric shock.

The Massage Chair must be serviced or repaired by an authorized service center.

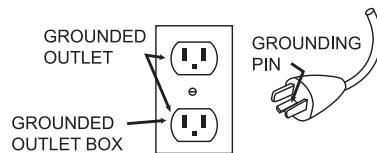
6 SAFETY INSTRUCTIONS

6. THINGS TO NOTE ABOUT THE POWER PLUG AND CORD

- Check that the Alternating Current (AC) voltage corresponds with the specification indicated for the massage chair.
- Do not connect or disconnect the power plug from the electrical outlet with wet hands. This may result in malfunction or electric shock.
- When disconnecting the power plug, pull it by holding the plug, not the cord.
- Although operation will be stopped automatically by the Auto Function, always remember to switch off the main power switch after use.
- Do not place the power cord under the chair or any heavy objects.
- Do not wind the power cord around the chair as this may damage the cord and result in a fire or electric shock.
- Do not operate the massage chair with a damaged cord or extension cord.
- Do not use the massage chair if the electrical outlet is loose.
- If the power cord is damaged, it should be replaced by a qualified technician.

7. GROUNDING INSTRUCTION

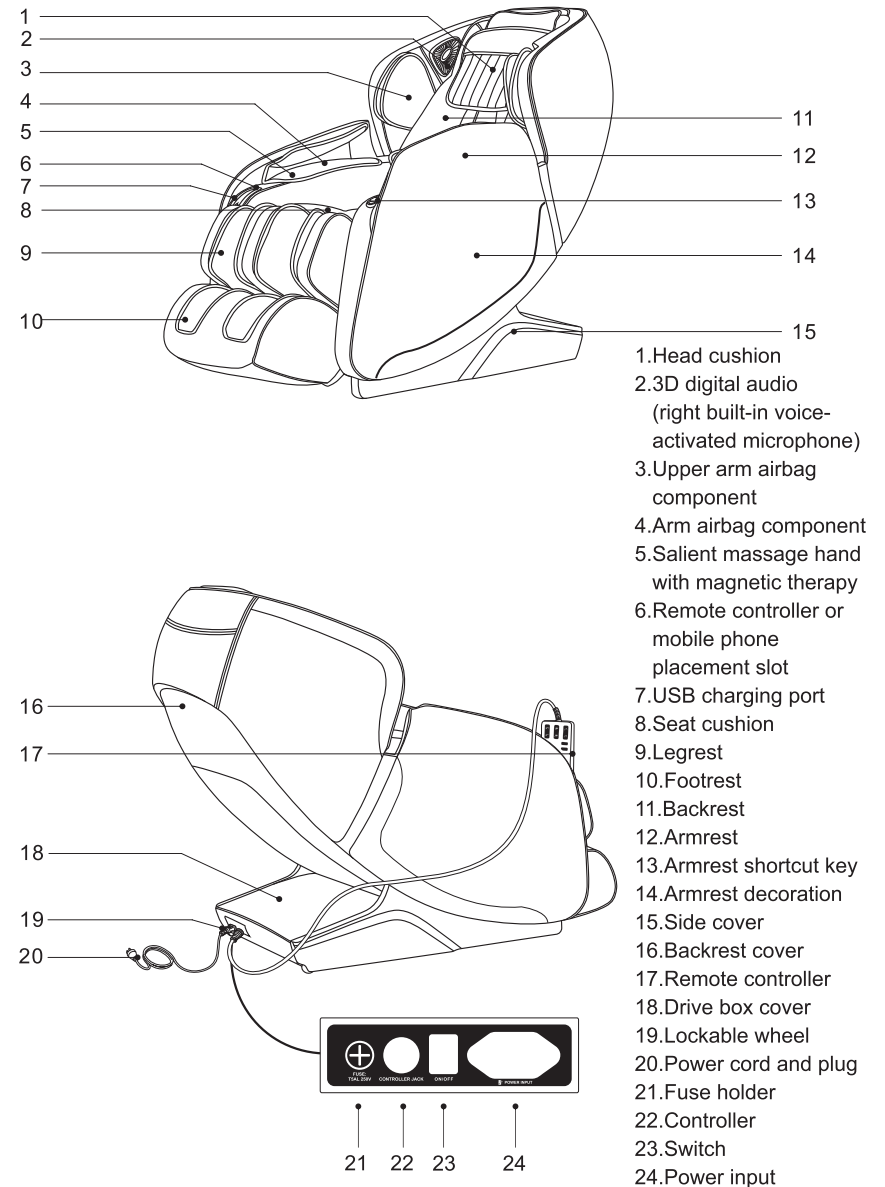
- This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for the electric current to reduce the risk of electric shock. This product is equipped with a cord or an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- Danger - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified technician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. This is for use on a 120V circuit, and has a grounding plug that looks like the plug illustrated below. Make sure the product is connected to an outlet with the same configuration as the plug. No adapter should be used with the product.



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PRODUCT COMPONENTS 7

OVERVIEW

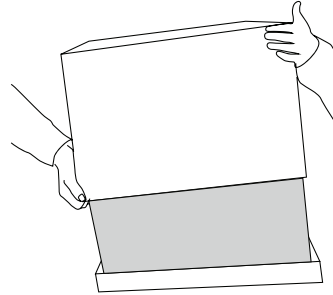


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8 INSTALLATION

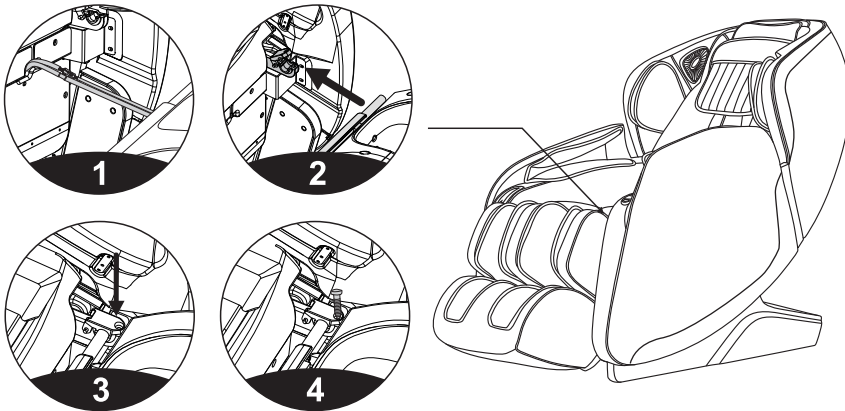
STEP 1: UNBOXING THE CHAIR

1. Lift and remove main outer carton.
2. Remove cardboard and foam on both sides of the massage chair.
3. Remove accessory box (includes: instructions, power cord etc.).
4. Please check to make sure that everything is included in the box.



STEP 2: INSTALLING THE FOOTREST

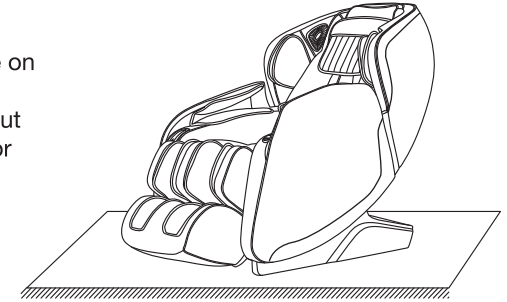
1. Locate the plug and air hose connections.
2. Connect the plug and air hose of the footrest to the main body.
3. Lift the latches on the main body.
4. Insert the footrest onto the latches, then screw in to secure the footrest.



9 ADJUSTMENTS BEFORE MASSAGE

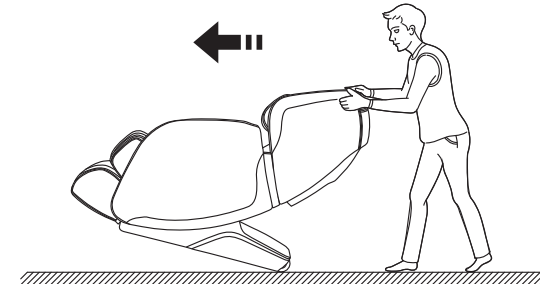
1. FLOOR PROTECTION

- The prolonged heavy pressure on the massage chair may cause scratches on the floor. Thus, put a carpet or cushion on the floor where the massage chair is placed to avoid this damage.



2. MOVING THE MASSAGE CHAIR

- Remove all cords and wires from obstruction in order to avoid damage and injuries.
- Tilt the massage chair backwards, and put pressure downward to recline the chair to easily move the massage chair around.
Note: You may want to have the assistance of another person, and also wear shoes to protect your feet.
- Move the chair to an area that is open and level, as a clean surrounding environment and surface will help keep the chair running smoothly.

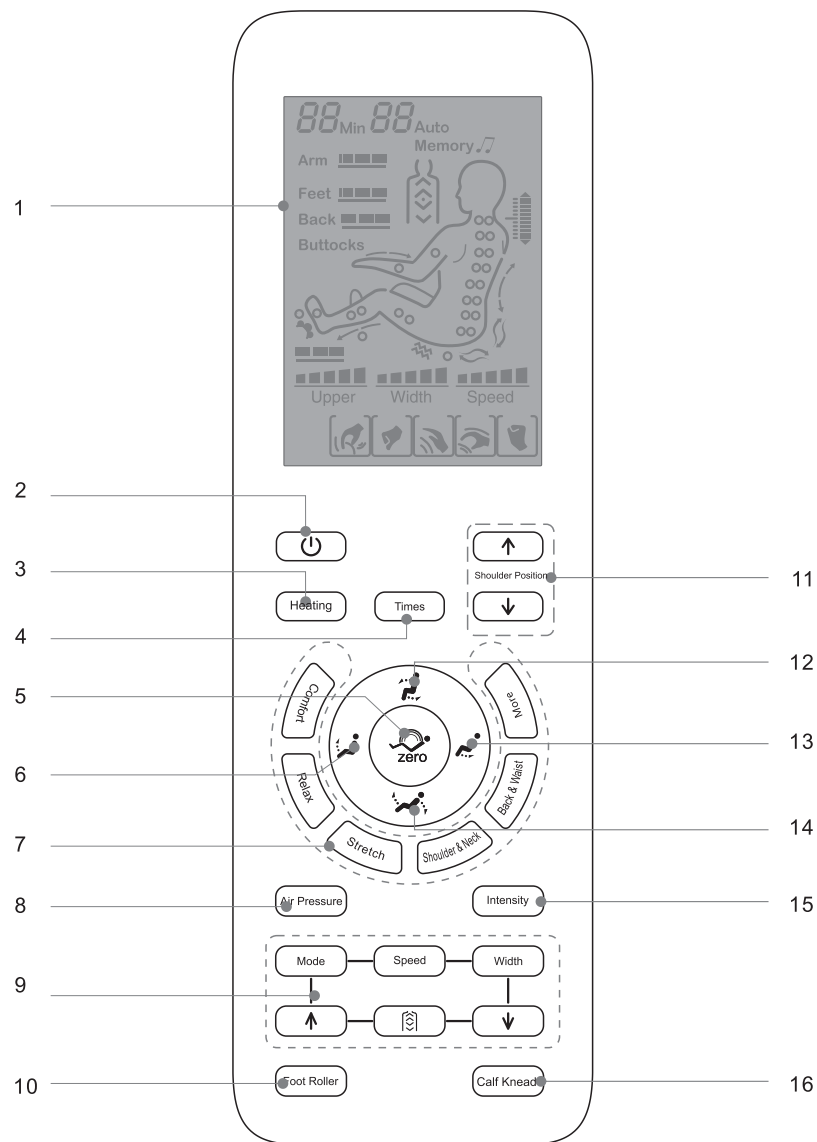


3. TURN ON THE POWER



10 MANUAL CONTROL

REMOTE CONTROLLER



MANUAL CONTROL 11

REMOTE CONTROLLER





- 1. LCD Screen:** Display all massage functions.
- 2. Power Switch:** Turns ON/OFF all the massage functions.
- 3. Heating Key:** Turns ON/OFF the massage heating function.
- 4. Timer:** Adjustment for Timing
- 5. Zero-Gravity Key:** Adjusts the recline to 3 different positions, based on the total number of button pushes.
- 6. Footrest Up Key:** Adjust the footrest upward.
- 7. AUTO Key:** Goes through different automatic programs.
- 8. Air Pressure Key:** Turns ON/OFF the air pressure massage function.
- 9. Manual Massage Keys:** Allows you to manually adjust the massage to your needs.
- 10. Foot Roller Key:** Used for adjusting the foot rollers.
- 11. Shoulder Adjustment Key:** Adjusts the shoulder up and down.
- 12. Sitting Up Key:** Adjusts the backrest upward and the footrest downward simultaneously to the sitting position.
- 13. Footrest Down Key:** Adjusts the footrest downward.
- 14. Lying Down Key:** Adjusts the backrest downward and the footrest upward simultaneously to the lying down position.
- 15. Air Intensity Key:** Adjusts the air pressure intensity.
- 16. Calf Knead Key:** Turns the calf kneading ON/OFF.

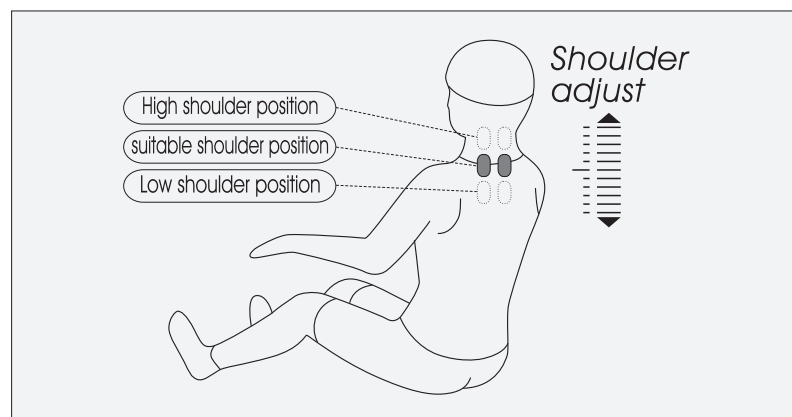
MESSAGE FUNCTION CONTROL OPERATION

1. Start Massage







- ① Press the power switch to start massage. Start comfort auto massage by default.
- ② Automatic angle adjustment is performed.
- ③ Automatic shoulder position detection is performed to make sure that the sitting posture fits the massage chair.
- ④ Fine adjustment of the shoulder position: If the detected shoulder position deviates from the actual position, you can press the up/down key for a suitable shoulder position. The shoulder position has 10 adjustable levels. If there is no shoulder position adjustment within 10 seconds, the massage function will start automatically.

Note: In the startup progress, you can select the auto function. If you repeatedly select the same auto function, you can skip the startup process and directly enter the massage mode.

Button	Description	Display
	Move the massage balls upward to a suitable shoulder position	
	Move the massage balls downward to a suitable shoulder position	



2. Automatic Massage

Function	Button	Description	Display
Automatic massage		Comfort: The most comfortable massage experience.	F1 Auto
		Relax: Gentle and comfortable deep massage to relieve your body fatigue and relax the body.	F2 Auto
		Stretch: Move your body parts up and down through the legrest and the backrest; airbag massage can be performed; and your legs can be.	F3 Auto
		Shoulder & Neck: Focus on the shoulder and neck massage.	F4 Auto
		Back & Waist: Focus on the back and waist massage.	F5 Auto
		Full body massage: Deep massage to rejuvenate your body.	A1 Auto
		Chiropractic massage: Focus on chiropractic massage, and relax your body and mind.	A2 Auto
		Fatigue recovery: Restore the full body from fatigue and pain; achieve relaxation, improve microcirculation, and quickly relieve fatigue for the back and limbs.	A3 Auto
		Meridians massage: Stimulate the circulation of the blood and cause the muscles and joints to relax; quickly improve the body's microcirculation and enhance your immunity.	A4 Auto
		Beautiful buttock massage: Effective massage on the buttocks and thighs to shape the body and reduce the accumulation of excess body fat.	A5 Auto
	Sleep peacefully massage: Through the massage for the twelve major acupoints for healthcare, it helps the body to adjust balance, quickly improve your sleep and sleep quality.	A6 Auto	
	Full air pressure: Focus on the full-body airbag massage to achieve full relaxation and deep massage of the body and fully relieve the fatigue and pain from your body.	A7 Auto	

14 MANUAL CONTROL

2. Manual Massage

Function	Button	Massage ball adjustment	Display
Mode	Mode	Shiatsu: speed, width	
		Kneading: speed	
		Tapping: speed, width	
		Simultaneous kneading and Tapping: speed, width	
		Knocking: speed, width	
Speed	Speed	5 speed levels adjustable	
Width	Width	3 width levels adjustable	
Back stretch	Back Stretch	Fixed position massage	
		Local round-trip massage in a small area	
		Complete round trip massage	
	Up Arrow	Massage position adjustment (In the fixed point and local modes, the massage position can be adjusted.)	Manipulator UP
Down Arrow	Manipulator DOWN		

3. Airbag Massage

Function	Button	Description	Display
Air pressure Mode	Air Pressure	Full air pressure: airbag massage on the arms, legs and feet.	Arm Feet
		Arms: airbag massage on the arms.	Arm
		Legs: airbag massage on the legs and feet.	Feet
Intensity	Intensity	Adjustable among three levels.	Arm Feet

4. Foot Roller Massage

Function	Button	Description	Display
Foot roller	Foot Roller	Press this button to turn on or off the foot roller massage. Three intensity levels (i.e. weak, medium, strong) are adjustable, and switching among four states (i.e. weak, medium, strong, OFF) is available.	

MANUAL CONTROL 15

5. Heat Massage

Function	Button	Description	Display
Heat	Heating	Press this button to turn on or off the Carbon fiber heating treatment on the back. After it is started, heating can be performed within three minutes.	

6. Leg Knead

Function	Button	Description	Display
Calf Knead	Calf Knead	Press this button to start or stop the calf rubbing	

7. Lying Angle Adjustment

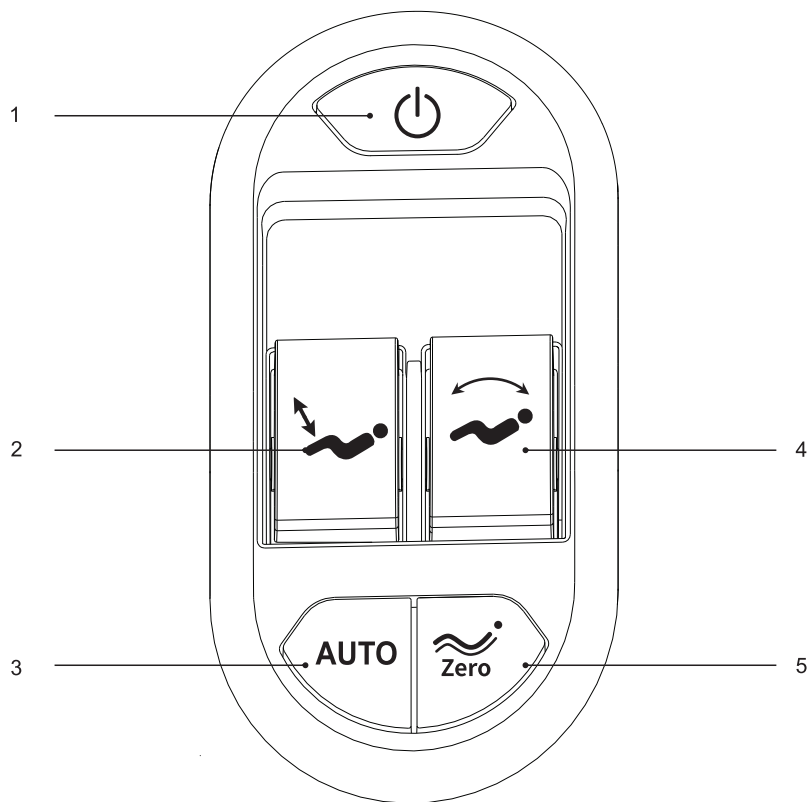
Function	Button	Description
Up key		Press this button. The backrest will slowly rise, and the legrest will slowly move downward. Beeps can be heard until it reaches the top. Press this button again during sitting up. Such action will stop immediately.
Lying key		Press this button. The backrest will slowly move downward, and the legrest will slowly rise. Beeps can be heard until it reaches the bottom. Press this button again during lying. Such action will stop immediately.
Legrest up		Press this button. The legrest will slowly rise. Beeps can be heard until it reaches the top. Release this button to stop adjustment.
Legrest down		Press this button. The legrest will slowly move downward. Beeps can be heard until it reaches the bottom. Release this button to stop adjustment.
Automatic lying		Switch to an auto lying mode when you press key each time, total 3 modes, cycle switching change. Long press the zero gravity button of remote controller for 3 seconds to turn on or off voice control function.

8. Other Manual Functions

Function	Button	Description	Display
Timing	Times	This button is used for time adjustment. After it is pressed every time, the duration will increase by 5 minutes. The total duration cannot exceed 30 minutes; otherwise, such setting will return to the minimum time value.	20min

16 ARMREST SHORTCUTS

LEFT ARMREST SHORTCUT KEYS

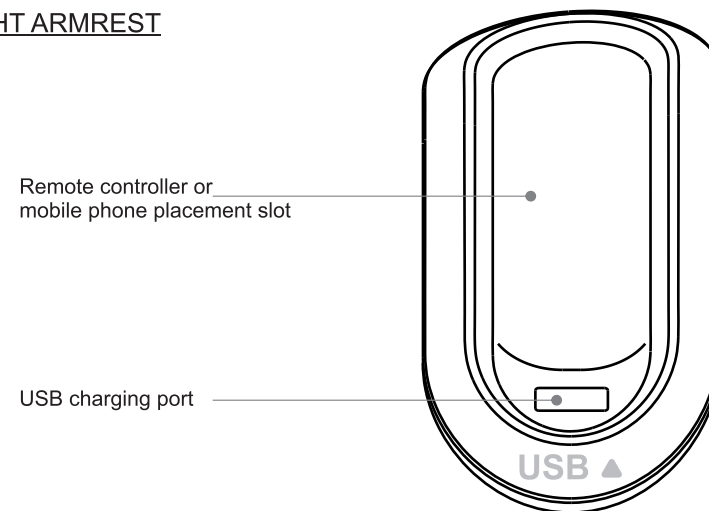


- 1. Power Button:** Press it to turn ON/OFF the massage chair.
- 2. Footrest Adjustment Key:** Lifting and pressing down on the button makes the footrest move upward and downward.
- 3. AUTO Key:** Press it to start an automatic program.
- 4. Recline Adjustment Key:** Lifting and pressing down on the button makes the backrest move upward and downward.
- 5. Zero-Gravity Key:** Press it to change the Zero-Gravity recline angle.

ARMREST SHORTCUTS 17

Function	Description
	Power button: press it to turn on or off all massage functions.
	Move the backrest and the legrest upward: Press the button to make the backrest rise and the legrest move downward slowly. Release the button to stop such actions.
	Move the backrest and the legrest downward: Pull the button to make the backrest move downward and the legrest rise slowly. Release the button to stop such actions.
	Zero-gravity key: After this key is pressed, the positions of the legrest and the backrest can be automatically adjusted to the positions for zero gravity. There are three levels of zero-gravity modes, which can be switched.
	Legrest up button: Pull the button to make the legrest rise slowly. Release it to stop such action.
	Legrest down button: Press the button to make the legrest move downward slowly. Release it to stop such action.
AUTO	Automatic mode key: Press it to switch among those automatic massage functions.

RIGHT ARMREST



18 VOICE CONTROL

VOICE CONTROL MODE

- Say "Hi Alice" to wake up voice control function when massage chair is turned on or in standby.
- long press zero gravity button of remote controller for 3 seconds to turn on or off this function.
- After such function is enabled successfully, the massage chair will reply "I am here". At this moment, once a corresponding voice control entry to be implemented is given within six seconds, the corresponding voice control function can be performed after a reply is received from the massage chair; if no correct voice control entry is given within six seconds, the voice control function automatically will be off automatically and needs to be enabled again.

Note: When the voice control function is enabled, please speak Mandarin. The speaking speed cannot be too fast. The speech instruction should be issued according to the voice control entry.

Entry: "hi Alice". Answer: I am here.		
No.	Voice control entry	Answer entry
1	Massage on	Answer: Ok, massage on
2	Massage close	Answer: Ok, massage close
3	Comfort Massage	Answer: Ok, comfort massage
4	Relax massage	Answer: Ok, relax massage
5	Full body massage	Answer: Ok,full body massage
6	Neck and shoulder massage	Answer: Ok,Neck and shoulder massage
7	Back and waist massage	Answer: Ok,back and waist massage
8	Stretch massage	Answer: Ok,stretch massage
9	Fixed massage	Answer: Ok,fixed massage
10	Change the other mode	Answer: Ok, change the other mode
11	Go little down	Answer: Ok, go little down
12	Go little up	Answer: Ok, go little up
13	Open the air pressure	Answer: OK, Open the air pressure
14	Close the air pressure	Answer: OK , Close the air pressure
15	Up the seat position	Answer: Ok, Up the seat position
16	Down the seat position	Answer: Ok, Down the seat position
17	Stop adjustment	Answer: Ok, stop adjustment

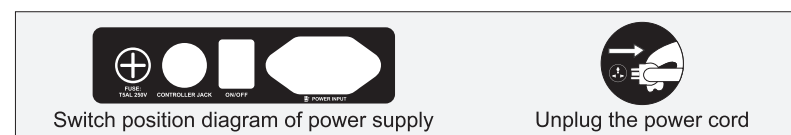
OTHER OPERATIONS 19

BLUETOOTH SPEAKER PLAY

1. Enter the smart device main menu. Open "Settings" and select the "Bluetooth" option. Open "Bluetooth", and Bluetooth will automatically "Search for a New Bluetooth Device".
2. The smart device will search for the corresponding Bluetooth model (e.g. IMCMXXXX). Click the "Match" button. If you are asked whether to match with the device, you just select "Match" to complete matching.
3. Turn on "Music Player" in the smart device and select the song to play.

TURN OFF THE POWER AND STOP MASSAGE

- If the power button is pressed during massage, it will stop all the massage functions immediately, and the backrest, the legrest and massage chair manipulators will go back to the default positions. When the preset massage time is up, all the massage functions will be OFF. The backrest and the legrest will not go back to the default positions.
- Shut off the power supply of this product, as shown in the attached figure (Power Shut-off Diagram of the Product).



TROUBLESHOOTING

You may experience the following noises or feelings while a massage is in operation. Due to the mechanical design, they will not have any effect on the operation of the unit. However, other noises should be noted, and our support team should be contacted in those cases.

- A “clatter” noise occurs when the knead balls go up and down.
- A “creak” noise of the gear and the motor occurs while in massage.
- A friction noise occurs when the knead balls rub the cover cloth.
- A rattling noise occurs while in the “Tap” or “Dual” massage movements.
- In the “Knead”, “Tap”, or “Dual” massage movements, massaging speed may vary with the knead balls’ strength changed.
- A roaring noise of the motor occurs when the load is given to the chair.
- A “cuckoo” noise occurs while in the auto mode course, the knead balls are automatically adjusted to the back-and-forth position to have the chair fitting in with the user’s body shape.
- The compressor’s noise and the air exhausting noise occur while in air-massage.
- A noise occurs when the airbag is inflated.
- A noise occurs while the shoulders are being massaged.
- A grinding noise occurs when the backrest is reclined.
- There is a humming sound from the pump.

WARNING

Absolutely do not modify, disassemble or repair by yourself. Negligence may cause fire or mechanical trouble of the chair, which may result in hazard on the body.

Problems	Check Point	Troubleshooting
The unit does not start up.	Check whether the switch has been turned on.	Turn on the switch.
	Check whether the ⏻ button on the remote controller has been pressed.	Press the ⏻ button on the remote controller.
	No massage function has been selected.	Select a massage function.
	Check whether there is poor connection between the power plug and the receptacle.	Ensure good connection between the power plug and the receptacle.
Different height of the left and right knead balls.	A mechanism is used to allow two knead balls tapping alternatively.	This is normal and does not come from the trouble of the chair.
Sudden noise rises during operation.	Check whether the unit has been in operation for too long.	Turn off the power and stop the operation. Restart the unit after 30-min break.
Sudden cease of operation.	The rated operating time has elapsed.	Turn off the power and stop the operation. Restart the unit after 30-min break.
The reclined backrest fails to return its stored position when ⏻ is pressed.	Excessive use of the unit.	Turn off the power and stop the operation. Restart the unit after 30-min break.
	The rated operating time has elapsed.	
The power indicator fails to light up after the power switch is turned on.	Check whether there is poor connection between the power plug and the receptacle.	Ensure good connection between the power plug and the receptacle.
	Whether the circuit breaker is tripped off.	Restore the circuit breaker. If the problem re-occurs after the circuit breaker is restored, please contact us.

CAUTION

After checking, if the problem is caused by none of the above, switch off the power, unplug the power cord, and contact your dealer or our service center for repairs.

Prior to operating the unit when it has not been used for a long period of time, read this manual carefully and make sure that the unit is still in good condition to avoid accident or injury.

22 PRODUCT SPECIFICATION

Model: MK-III

Rated Voltage: 120V~ 60Hz

Rated Power: 150W

Rated Time: 20min

Material description: PVC, PA, Steel Parts, electric and electron components

MATERIAL	PU	LEATHER	CLOTH	WOOD