



Congratulations on your purchase of the new Luraco Sofy Massage Chair!

We are pleased that you have chosen Luraco Technologies for your massage chair purchase. We hope you will enjoy the quality, convenience, and excellent performance of your new Luraco Sofy massage chair. We know from experience that you will soon be telling your friends and family about the health benefits of using a massage chair at home, and how enjoyable and easy it is to operate the Luraco Sofy Massage Chair.

Customer Assistance

For assistance with this product, please visit:

www.luracochair.com

Or call Luraco Technologies Customer Care toll-free at:

1-800-483-9930 Monday–Friday 8:30 am to 6:00 pm CST

To save time, please note your serial number and date of purchase before calling.

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I. IMPORTANT SAFETY INSTRUCTIONS

1. *When using an electrical appliance, basic precautions should always be followed, including the following: Read all instructions before using.*



- WARNING** – To reduce the risk of burns, fire, electric shock, or injury to persons:
1. The main power switch is marked with international symbols “O” and “I”. The switch in position “I” means that system is turned on, and the switch in position “O” means that the system is off.
 2. A chair should never be left unattended when plugged in. Unplug from outlet when not in use and before putting on or taking off parts.
 3. DO NOT wear jewelry, glasses, or watches of any kind.
 4. Close supervision is necessary when the chair is used near children, invalids, or disabled persons. Keep children away from extended leg support (or other similar parts).
 5. Use the chair only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
 6. Never operate the chair if it has a damaged cord or plug, if it is not working properly, if it has been dropped, damaged, or dropped into water. Return the chair to an authorized service center for examination and repair.
 7. Keep the cord away from heated surfaces.
 8. Do not use outdoors.
 9. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
 10. To disconnect, turn power switch to the off position, then remove plug from outlet.
 11. Connect only to a properly grounded outlet. See Grounding Instructions.
 12. Do not remove the back cushion and do not play with roller mechanism.
 13. Do not remove the bottom seat and do not play with actuators.
 14. Keep the cord out of heavy traffic areas. To avoid fire hazard, NEVER put the cord under rugs or near heat generating devices.
 15. Always unplug the power cord from the electrical outlet immediately after use and before cleaning.
 16. Do not operate chair with damaged parts.
 17. Any other use not recommended by the manufacturer may cause electrical shock or injury to persons.
 18. Do not touch or re-wire the connectors to the master-box.
 19. Do not attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void the warranty.

After reading this user’s guide, if you have any questions or comments, please call 1-800-483-9930 or contact our technical support department at support@Luraco.com or visit our website at www.LuracoChair.com for more information.

2. Grounding Instructions:

This product must be grounded. If there is a malfunction or breakdown, the grounding provides a path of least resistance for electric current to flow, thus reducing the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly 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 electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it does not fit the outlet; have a proper outlet installed by a qualified electrician.

Followed by either instruction a) or b) below:

- a) This product is for use on a normal power circuit, and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1 below. A temporary adapter that looks like the adapter illustrated in sketches B and C may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. **The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician.** The green colored rigid ear, lug, or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.
- b) This product is for use on a normal power circuit, and has a grounding plug that looks like the plug illustrated in sketch A in the Figure 1 below. Make sure that the product is connected to an outlet having the same configuration as the plug. **No adapter should be used with this product.**

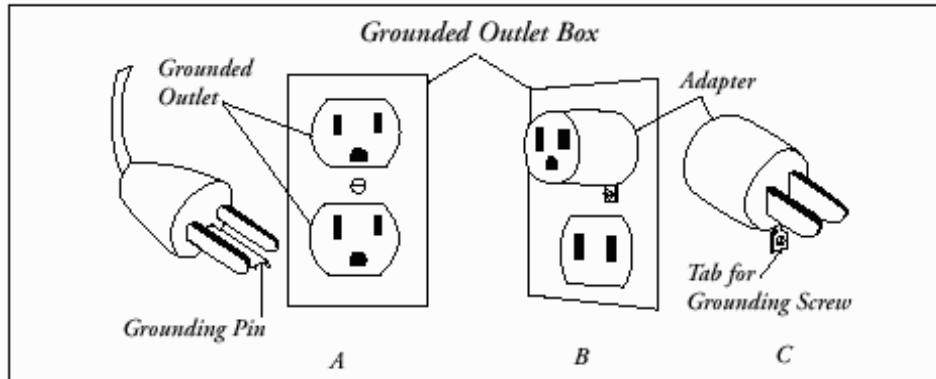


Fig.1: Grounding Instruction



MEDICAL WARNINGS - NOT RECOMMENDED FOR

- Pregnant women
- People with distorted joints, broken bones, skin infection or injury
- Children under 12 years of age

If you have any of the above medical issues or any other concerns, please consult your doctor before using the massage chair.



DO NOT

- Allow children or pets to play near the chair, especially during operation.
- Use any massage function on the head.
- Massage abdominal area or knee cap region.
- Leave mobility impaired or speech impaired persons alone in chair.
- Wear jewelry, glasses or watches of any kind.



EMERGENCY STOP

In case of emergency, press the power button on the control panel to stop the chair.

Additional Safety Precautions

- Do not use more than 20 minutes per session.
- Do not eat or drink while using the chair.
- Do not operate near young children or pets.

- Do not forcefully press on the massage rollers.
- Do not stand on the chair or store heavy items on the chair.
- Do not use in an environment which is dusty, greasy or lacking oxygen.
- Do not place near steam, oven, open fire, or heat.
- Do not place directly in the sun.
- Do not use electric blanket while using the massage chair.
- Do not use outdoors.
- Do not use while smoking.
- Do wear suitable clothing at all times when using the chair.
- Do place the chair horizontally with space over 81 inches, enough for full recline mode.
- Do place on level floor.

Note: Do not use the chair as a bed or to sleep on over a long period of time. The recommended time of use is 20 minutes. Prolonged massaging may cause aches, muscle or nerve issues. (The preferred total duration of massaging within the day should be 30 minutes total or less).



CAUTION FOR USER

- This device should not be used until grounded.
- For a softer massage, a dry towel can be placed on the chair (never use an electric blanket).
- In the course of normal use, lift the back cushion regularly to check if there is any damage or cracks in the fabric of the cushion. Please stop using immediately even if there is minor damage; turn off the power switch. Send the cushion in for repair to avoid possible electrical shock.
- Do not move the chair while in use.
- Do not sit or place heavy objects on the armrest, leg rest or back of the chair. Doing so may overturn or damage the chair.
- Do not forcefully pull or use sharp objects on the fabric. This can cause personal injury or damage.
- Do not move the chair on wooden floor, carpet or other easily damaged flooring.
- Children and pets should not be allowed to play around chair.
- Please be sure that no people, pets, or other objects are behind the chair or under the legs before reclining or lowering the leg rest.
- Do not put your hands or head under the chair.
- When using the massage chair, make sure that the leg rest is in the lowest position.
- Do not use immediately after meals.
- Do not use the massage chair when your body is wet or moist as it can result in electrical shock.
- Do not operate with more than one person on the chair.
- Do not use when wearing head ornamentation as it can result in injury.
- Do not stumble over electrical wires or connections.
- Do not touch the inner parts of the chair as this can cause damage and electrical shock.
- Do not dismantle, remove inner parts or attempt to repair the massage chair.



DO NOT USE CHAIR UNDER THE FOLLOWING CONDITIONS

- When the chair has been exposed to water or fails to operate.
- If the power cable is damaged.
- Please stop using the massage chair immediately and consult a doctor if you feel abnormal or extremely achy during the course of the massage.
- If power failure occurs.
- When the massage chair malfunctions during the course of operation.
- Do not operate during a thunderstorm.

Methods of Storage

- Do not dismantle the back of the chair.
- Keep the massage chair free of dust.
- Cover the chair with dust-free cloth to prevent dust from collecting.
- Do not store in a hot, humid or damp place nor in direct sunlight or heat.

Cleaning Methods

- Before cleaning, unplug from electrical source to avoid shock.
- Clean the chair surface with neutral or mild detergent.
- Use leather cleaner and leather conditioner.
- Dust can be cleaned off with a damp cloth using mild detergent and let air dry.
- Do not spray pesticide on the device.
- Do not use a damp cloth on the electronic components. This can cause electrical shock and damage.

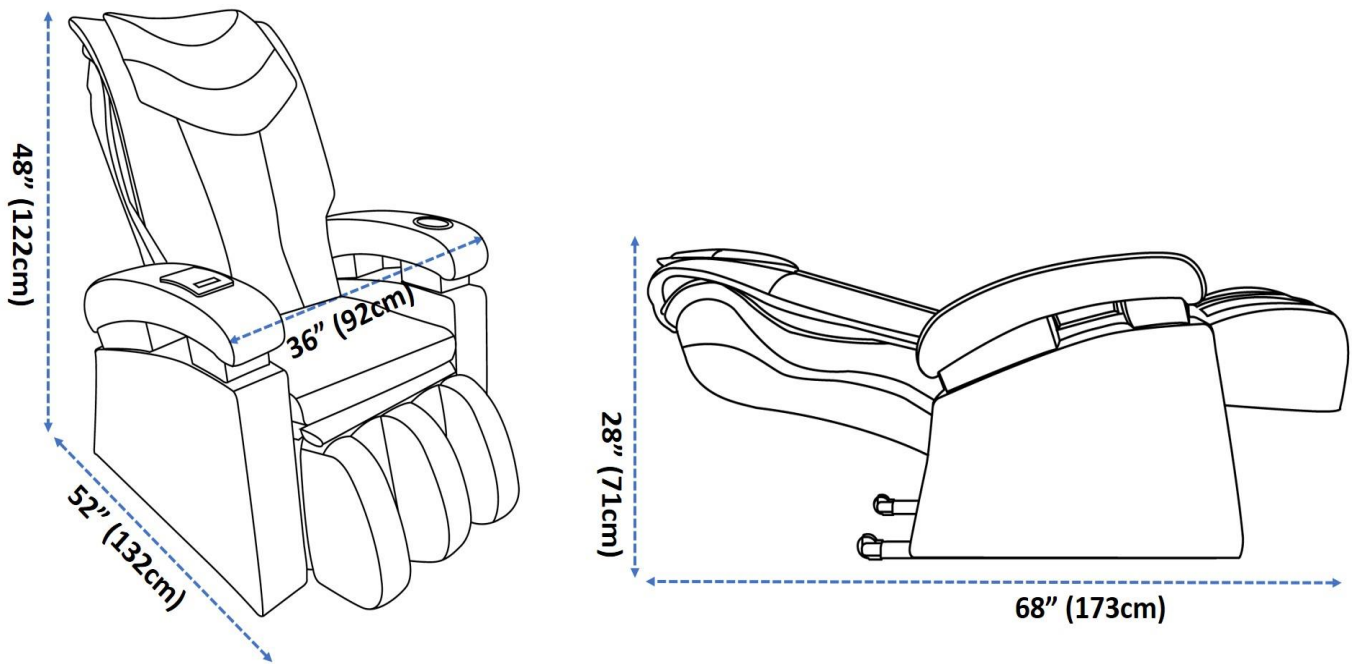


Fig.2: Chair Dimensions

II. INSTALLATION INSTRUCTIONS

PLACEMENT

There must be enough space around the chair for proper operation. There is a required minimum clearance of 32 inches (81cm) from the front of the chair to the front wall, and 27 inches (68cm) from the backrest to the back wall.

Step 1: Unpack the two large boxes

Carefully take the main body, back cushion, seat cushion, headrest, and armrests from the boxes.



Note: It requires at least two people to assist with assembly.

Be sure no children, pets, or objects are around chair. Allow enough space for installation.

Step 2: Assemble the Backrest

Please refer to Fig.3 and follow the steps below to install the backrest

1. Insert backrest (1) to the seat frame.
2. Install lock pins (2) to secure the backrest onto the seat frame
3. Lock the backrest: Option 1: Insert the lock pin (3). Follow figures 3-1, 3-2, 3-3 below.
Option 2: Auto latching lock.
4. Connect the connectors (4-1).

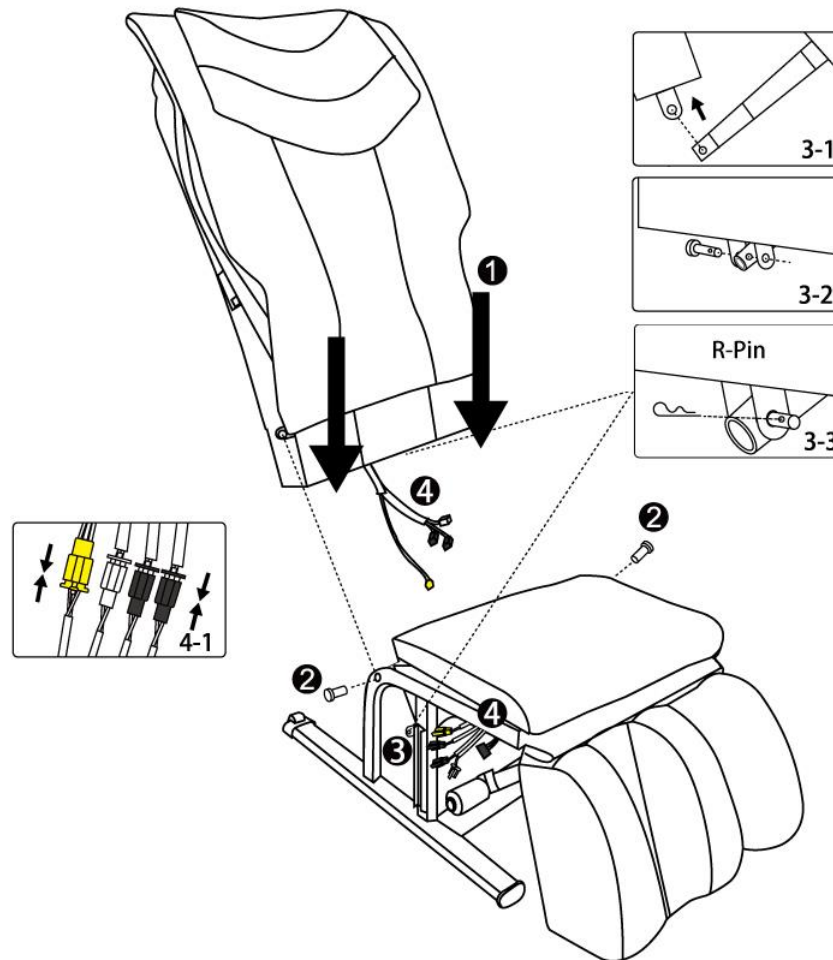


Fig.3: Backrest Installation

Step 3: Assemble the Armrests

Please refer to Fig.4 and follow the steps (5 thru 7) below to install the armrests.

5. Connect the control panel connector (5).
6. Slide the arm rest (top down) into the slot (6) on the seat frame.
7. Install screw (7) to secure the armrest onto the seat frame

Repeat steps 6 to 7 for the armrest assembly on other side.

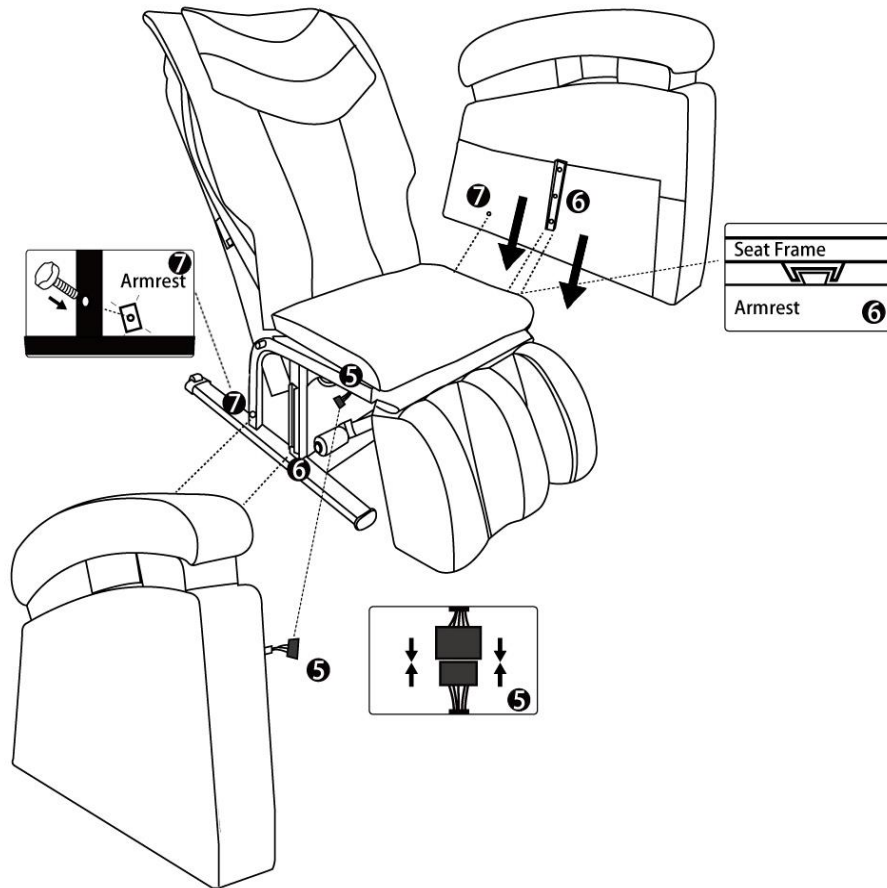


Fig.4: Armrest Installation

Step 4: Cushion and Headrest Assembly

Please refer to Fig.5 and follow the steps 8 thru 11 below to install the Cushion & Headrest.

8. Connect the heat connector wires (8a, 8b).
9. Close zipper after wires are connected (9a, 9b).
10. Align the back cushion & install to the backrest (10).
11. Install Headrest (11). Align and attach the Velcro on the headrest to the backrest.

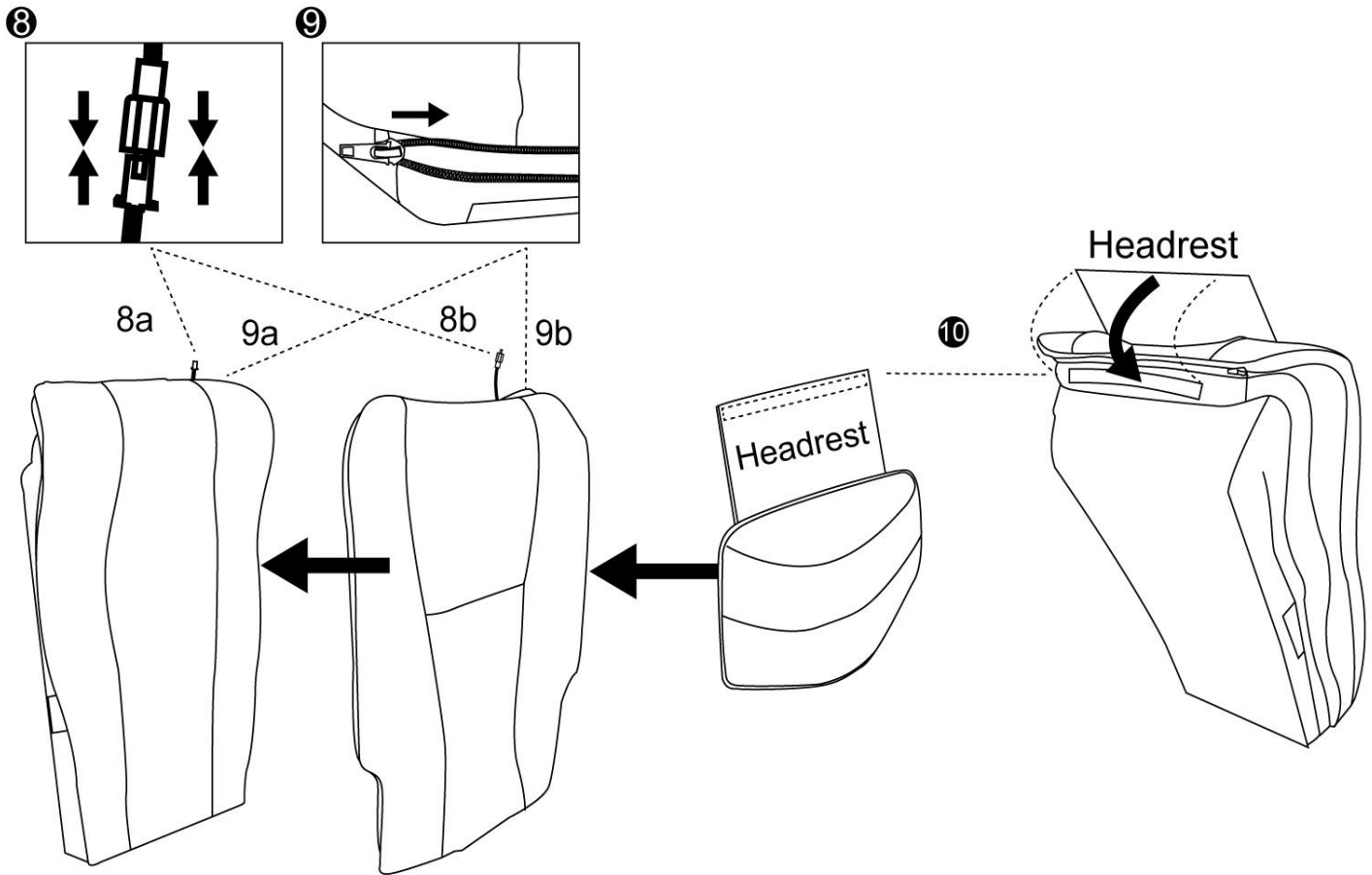


Fig.5: Cushion and Headrest Installation



ATTENTION!

- Be sure no object is behind chair before reclining
- Flip the headrest to the back of the chair for a higher intensity neck and shoulder massage.

III. UNDERSTANDING CONTROL PANEL FEATURES

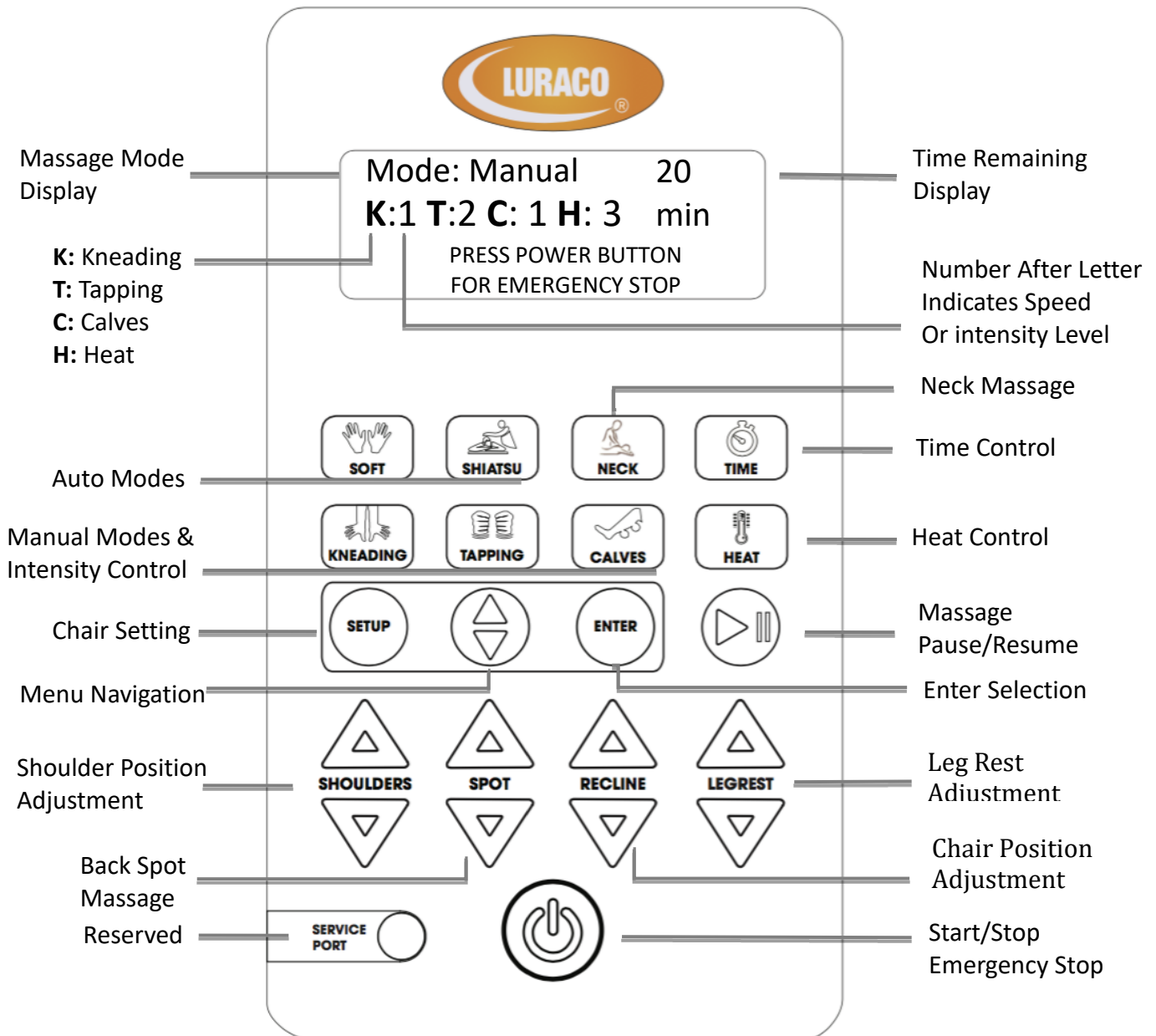


Fig.6: Control Panel Button Description

KEYPAD QUICK REFERENCE

- **Soft:** Gentle automatic full-body massage
- **Shiatsu:** Deep automatic full-body massage
- **Time:** Select length of massage cycle (5, 10, 15, or 20 minutes)
- **Neck:** Focused spot massage on the neck
- **Kneading:** Speed adjustment for roller kneading motion (0-3); Not adjustable in Soft or Shiatsu mode
- **Tapping:** Speed adjustment for roller tapping motion (0-3); Not adjustable in Soft or Shiatsu mode
- **Calves:** Massage intensity adjustment on calves (0-3);
- **Heat:** Temperature adjustment for heat pads (0-3)
- **Chair Setup:** Setup Menu
- **Up/Down:** Menu navigation buttons used to scroll through the Time and Setup menus
- **Pause/Resume:** Pause/Resume massage (usable only when massage is active)
- **Shoulders (+/-):** Shoulder position adjustment
- **Spot (+/-):** Increase/Decrease position of rollers. Rollers will continuously massage one specific position of the back.
- **Recline (+/-):** Increase/Decrease angle of backrest.
- **Leg rest (+/-):** Raise/Lower leg rest

AUTOMATIC MESSAGE MODES

- **Soft Massage Mode:**
This massage mode applies a very soft and gentle massage throughout the body. This mode is good for relieving headaches, muscle strains, and helps to improve sleep.
- **Shiatsu Massage Mode:**
This massage mode provides a high intensity and point based massage with varied and rhythmic pressures on different parts of the body. It helps relieve severe tension in muscles and connecting tissues, relieves blockages, and rejuvenates the body.
- **Note:** If kneading or tapping is pressed while in either Soft or Shiatsu mode, the Full Body manual mode will begin.

MANUAL MESSAGE MODES

- **Manual (Kneading, Tapping, and Calves):**
Allows user to select and control the speed or intensity of kneading, tapping, and calf rollers.
- **Spot:**
Allows user to manually move back massage mechanism up and down. This mode provides a focused spot massage on the back.
- **Neck Massage Mode:**
This massage mode targets the superior and middle fibers of the trapezius (trap) muscles, where most stress builds up from typing, writing, and carrying loads on the back (such as a backpack). It helps increase blood flow, while decreasing tension and stress within the upper back.
- **Note:**
 - If kneading, tapping, calf, and heat are all off while in either of the manual modes, the massage will be paused automatically.
 - To enter the Spot manual mode, press either the + or – button above/below Spot.
 - To exit the Spot manual mode, press one of auto modes (Soft, Shiatsu, or Neck).

IV. TROUBLESHOOTING THE LURACO SOFY MASSAGE CHAIR



WARNING: Unplug the power cord before attempting any troubleshooting or service.

Problem/Issue	Possible Cause	Trouble Shooting Method
		ALWAYS TRY THIS FIRST Reboot the chair by turning power switch on the back of the chair OFF, wait at least 10 seconds before turning it back ON
Chair does not work properly	<ol style="list-style-type: none"> 1. Bad connection between power cord plug and socket 2. Controller cable disconnected. 3. No power at outlet 4. Bad fuse 	<ol style="list-style-type: none"> 1. Unplug and reconnect power cord. 2. Check cable connection. RE: Armrest Assembly, Figure 4, #5. 3. Check wall outlet to see if power is available. 4. Replace with fuse of exact ratings.
Shoulder detection not very accurate	Sensor connection lost	Check sensor on robotic arms and vertical shaft.
Abnormal noise while operating	May be from over working the massage mechanism	<ol style="list-style-type: none"> 1. Reduce massage intensity 2. Some parts may need grease
Suddenly stops working	<ol style="list-style-type: none"> 1. Bad power connection 2. Auto program timer is up 	<ol style="list-style-type: none"> 1. Unplug and reinsert power cord to the chair 2. Normal operation
Noise from mechanism	Bearings or mechanical joints may need lubricating	Add grease to the bearings and joints around the noise source

Table 1: Trouble Shooting Guide

Note: If problem(s) are not found in the trouble-shooting guide, please turn off power supply and contact the distributor or manufacturer for assistance.

V. MAINTENANCE INSTRUCTIONS

This product should be maintained on a regular basis to promote cleanliness in addition to keeping the mechanical internal system in optimal working order. It is important to keep the chair free of dust and debris to ensure it runs smoothly and to prevent damage or injuries during operation. Some mechanical

parts should also be adjusted and in some cases, lubricated periodically to keep it in good working order.
Note: Always turn power switch OFF and unplug the power cord before cleaning or servicing the chair

User Weight	Up to 300 lbs
User Height	Up to 6' 5"
Power Consumption	~150 Watts (Max)
Recline Angle	120-160 Degrees
Roller Track Length	32 in (81 cm)
Pre-programmed Functions	3
Default Massage Timer	20 Minutes
Chair Weight	~ 151 lbs
Max Height (Reclined)	28 in (71 cm)
Max Length (Reclined)	68 in (173 cm)

Table 2: Chair Specifications

VI. WARRANTY INFORMATION

Luraco Technologies is dedicated to offering our valued customers the best massage chair buying experience available. As part of this commitment, the company works very hard to provide customers with the best warranty plan available. We guarantee any defective massage chair will be repaired or replaced during the effective warranty period.

What is covered in the warranty

1) For Home Use:

- This warranty includes parts and in-home labor costs covered for the first 3 years at no cost to the customer.
- This warranty includes an additional two (2) years for parts at no cost to the customer.

Products	Application	In-House Service	Parts	Structural Frame
Luraco Sofy	Home Use	3 (Years)	5 (Years)	5 (Years)

2) For Commercial Use:

- This warranty includes parts and labor costs covered for the first 6 months at no cost to the customer.
- This warranty includes an additional 6 months for parts at no cost to the customer.

Products	Application	In-House Service	Parts	Structural Frame
Luraco Sofy	Commercial Use	6 (Months) *	1 (Year)	1 (Year)

* Does not include Alaska, Hawaii, Puerto Rico, and International sales

3) What is NOT covered:

- Does not cover any loss or damage resulting from: improper installation, alterations, modifications of original condition, or unauthorized repairs.
- Does not cover damages from floods, storms, fire or other natural disasters.
- Does not cover damage resulting from improper use of electrical/power supply, electrical disturbances and power surges, cracked control panel screen, cosmetic changes, or improper operating environment.
- Damage caused by animals or liquids of any kind.
- Does not include any shipping expenses incurred.
- Does not apply to normal wear and tear including fabric covering.
- Does not apply if the product has been damaged physically, whether intentional, accidental or by neglect: including but not limited to stains, fluids, mold, water damage, pet or insect damage, cuts, burns, loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair; and products purchased from unauthorized dealers.
- Unnecessary service. If no problem is found by service technician, you may be charged for service call, labor, and travel costs.
- Display models that have been on the showroom floor for more than twelve (12) months are not covered under this limited warranty.
- This warranty is non-transferable and applies only to the original purchaser at the original location where it was delivered.

4) Implied Warranty:

- Any implied warranties shall be limited to the duration of the 3-year portion of this warranty for home use and the 6 month portion of this warranty for commercial use. With regard to structural frame, it is limited to the duration of the 5-year portion of this warranty for home use, and 1-year portion of this warranty for commercial use.
- In no case will Luraco be liable for incidental or consequential damages, whether such damages are claimed on the basis of breach of warranty, breach of contract, negligence or product liability, including without limitation, damage to property (other than the product) or other economic losses.
- Luraco shall not be liable for any personal injury, property, or any incidental or consequential damages of any kind resulting from malfunctions, defects, misuse, improper installation or alteration of this product.

5) Extended Warranty Plan:

Luraco massage chairs come with a high expectation of performance and reliability, and should last for many years. However, all products have a defective rate. If something does go wrong, Luraco can back it up with an available Extended Warranty Plan.

The Extended Warranty Plan provides home use customers an additional 2 years of comprehensive protection for Luraco massage chairs. You can rest assured that your massage chair will be taken care of as soon as possible.

Note: Extended warranty plan is only available for in-home use application only. Luraco does not offer this plan for commercial use. Extended warranty plan must be purchased within the first 3 years of original chair purchase. See Section VIII for further information.

6) How to get warranty service:

1. Customer may obtain service advice by contacting Luraco Technologies Customer Service Toll-free 1-800-483-9930.
2. Customer must provide proof of purchase to claim any warranty.
3. Customer must obtain a return authorization number in order to ship the chair to a service center.

7) Important return Instructions:

If you need to return a chair to Luraco Technologies, please follow the steps below

1. Get a return authorization from your dealer
2. Carefully pack the item in its original carton or other suitable box to avoid damages in shipping
3. Before packing your unit, be sure to enclose:
 - a. Your name with full shipping address and telephone number
 - b. A dated receipt for PROOF OF PURCHASE
 - c. Include documentation detailing the problem you are having with your device.All shipping cost must be prepaid by the customer.

VII. DISCLAIMERS

Limited warranty and liability: Information in this document is believed to be accurate and reliable. However, Luraco Technologies does not give any representations or warranties, expressed or implied, as to the accuracy or completeness of such information and shall have no liability for the consequences of use of such information.

In no event shall Luraco Technologies be liable for any indirect, incidental, punitive, special or consequential damages (including - without limitation - lost profits, lost savings, business interruption, costs related to the removal or replacement of any products or rework charges) whether or not such damages are based on tort (including negligence), warranty, breach of contract or any other legal theory.

Notwithstanding any damages that the customer might incur for any reason whatsoever, Luraco Technologies aggregate and cumulative liability towards customer for the products described herein shall be limited in accordance with the Terms and conditions of commercial sale of Luraco Technologies.

Right to make changes: Luraco Technologies reserves the right to make changes to information published in this document, including without limitation specifications and product descriptions, at any time and without notice. This document supersedes and replaces all information supplied prior to the publication hereof.

Suitability for use: Medical research has shown that the benefits of massage include pain relief and

reduced depression. Overall better health and wellness have been reported with the use of massage. This product is not intended to diagnose, treat, cure, or prevent any disease. It is not designed, authorized or warranted to be suitable for use in life support, life-critical or safety-critical systems or equipment, nor in applications where failure or malfunction of an Luraco Technologies product can reasonably be expected to result in personal injury, death or severe property or environmental damage. Luraco Technologies accepts no liability for inclusion and/or use of Luraco Technologies products in such equipment or applications and therefore such inclusion and/or use are at the customer's own risk.

VIII. EXTENDED WARRANTY PURCHASE AND REGISTRATION

Your purchase already comes with a comprehensive 3-Year Warranty (see Page 13). However, you can still protect your investment with an additional 2-Year Extended Warranty. You can purchase an extended warranty by calling **1-800-483-9930**. You may also fill out the enclosed registration card and mail with payment and a copy of your receipt. Mail to: LURACO Technologies, Warranty Dept., 1132 107th Street, Arlington, Texas 76011-USA. If you have already purchased your 2 Year Extended Warranty, please register your purchase at www.LURACO.com/warranty. (Note all fields are mandatory for processing)