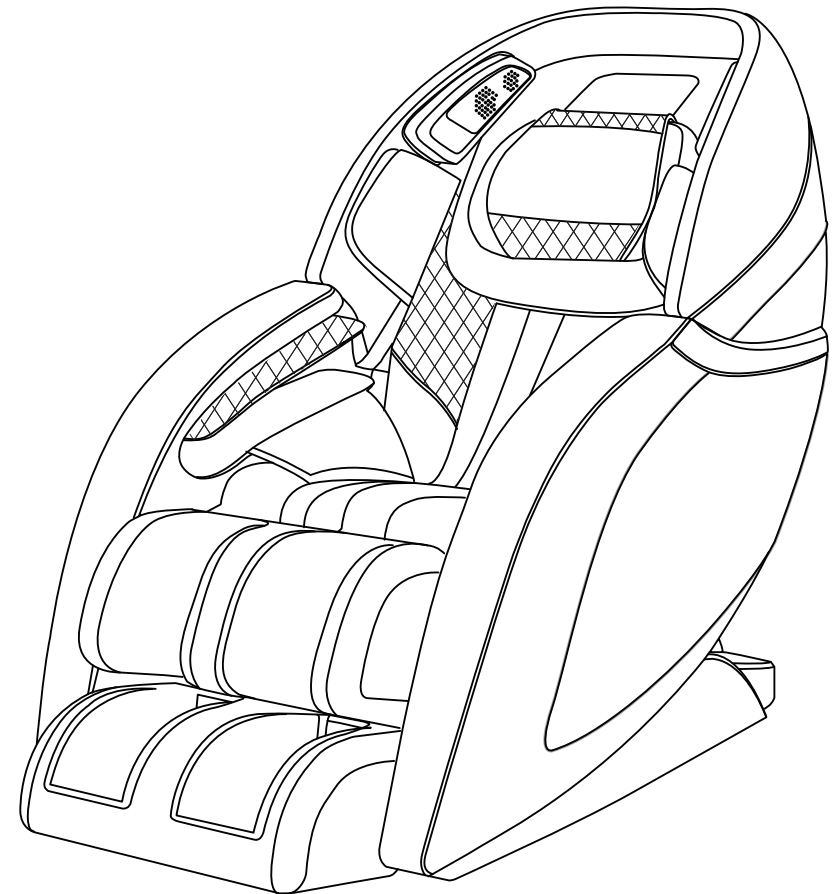


Please keep this manual for future reference.



Palisade Massage Chair

User's Manual



Infinity Massage Chairs
72 Stard Road
Seabrook, NH 03874
603-910-5000

www.infinitymassagechairs.com

Congratulations and thank you for trusting Infinity Massage Chairs. Combined with healthy eating, exercise, and a good sleep regimen, your massage chair is a great way to take care of your body and mind. This will lead to a happy, productive lifestyle.

Please read and follow all safety and operating instructions listed in this user manual prior to use. Basic precautions should always be used when operating an electrical appliance.

Contact Infinity Massage Chairs' Technical Support Team with any questions or concerns at 603-910-5000. Our dedicated specialists will be happy to assist you!

Please Note: We reserve the right to make changes to information published in this manual, including but not limited to, specifications and product descriptions. These changes may be made at any time and without notice. This manual supersedes and replaces all information supplied prior to the publication hereof.

Specifications

Model	Palisade
Dimension of Main Body (in)	66 x 35 x 48 (L x W X H)
Necessary Clearance to Wall (in)	0
Net Weight (lbs)	323.4
Shipping Weight (lbs)	403.7
Max. User Weight (lbs)	260
Voltage	110-120V~, 50/60 Hz
Fuse	7 AMP
Power Consumption	60~100W
Rated Current	1.55A
Safety Standards	Type 1

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CAUTION

- TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER. THERE ARE NO SERVICEABLE PARTS INSIDE.
- TO REDUCE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THE MASSAGE CHAIR TO RAIN OR MOISTURE.



This symbol indicates the presence of uninsulated “dangerous voltage” within the massage chair’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



This symbol indicates the presence of important operating and maintenance instructions in the literature accompanying the massage chair.

This massage chair is intended for household use only.

SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed.

Read all instructions before using this massage chair.

⚠ DANGER - To reduce the risk of electric shock:

1. Always unplug this massage chair from the electrical outlet immediately after using and before cleaning.
2. If liquid is accidentally spilled onto the chair, remove the power plug from the electrical outlet immediately. Do not use wet hands to connect or disconnect the power plug from the electrical outlet.
3. Do not operate during a lightning storm.
4. Although operation will be stopped automatically by the Auto Timer function, always remember to turn off the main power switch after use.
5. Do not place the power cord under the chair or under any other heavy objects.
6. Do not wind the power cord around the chair as this may damage the cord and result in a fire or electric shock.
7. Do not operate the chair with a damaged cord or with an extension cord.
8. Do not use the chair if the electrical outlet is loose.

If you encounter problems while operating your Palisade massage chair, try the suggestions below. If the issue(s) persist, flip the main power switch on the back of the chair to the Off position and remove the power plug from the outlet. Contact Infinity’s technical support team at 603-910-5000 for service.

Do not disassemble or attempt to repair the massage chair yourself. Doing so will void the warranty and Infinity will not bear any responsibility for any subsequent consequences.

Problem	Possible Cause/Solution
The massage chair is connected to a power source, but is not functioning.	<ul style="list-style-type: none"> • Check that the main power switch on the back of the chair is in the On position. • Check that the power plug is inserted properly and the power outlet is functioning properly. • Press the Power button on the remote. • Check the fuse next to the main switch in the back of the chair.
Sounds are coming from the massage mechanism.	It is normal for the motors to make noise while operating or rubbing against the backrest area.
No sound is coming from the speakers.	Ensure the volume on your device is turned up.
Nature sounds are not playing.	Make sure Bluetooth is set to ON.
Backrest or legrest will not extend or retract.	There may be too much pressure placed on the backrest or legrest. Reduce the weight or pressure on the backrest or legrest.
The seat or legrest airbag is not working.	Check to see if there is an air tube blockage or if an air tube is pinched. If so, clear the air tube or straighten it out.

Storing the Massage Chair

- Disconnect the massage chair from the power source after use.
- Do not expose the massage chair to direct sunlight, high temperature, or high humidity. This could cause fading or other damage to the upholstery.
- Do not put heavy objects on the massage chair.
- If the outer cover is torn or the mechanism is damaged, stop using the chair and contact Infinity for assistance.

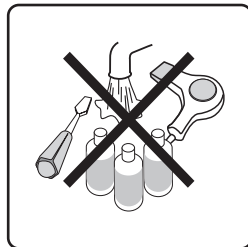
Cleaning the Massage Chair

To clean the massage chair:

- Remove the main plug from the outlet.
- Clean the synthetic leather, controller, cords with a dry cloth.
- If necessary, you can dampen a soft cloth with a neutral cleaning solution or water to clean the synthetic leather. Lysol wipes are another safe and easy way to clean this material. Then, wipe it with a dry cloth and let air dry.
- Any cloth material of the chair (e.g., the inside of the arm airbags or calf airbags) can be spot cleaned with a soft cloth dampened with a weak neutral detergent and gently clean where necessary. Avoid cleaning the fabric too often so as to avoid wear and tear.
- To clean any plastic parts of the chair (e.g., the base), use a soft cloth lightly soaked in a neutral detergent. Then, wipe again with a water-dampened cloth. Finally, wipe it with a clean, dry cloth.

Caution

- Do not immerse the chair in water.
- Never use scouring pads, abrasive cleaning agents (e.g., benzene or thinner), or harsh chemicals such as petroleum or acetone to clean the chair. Additionally, never use heat to dry the chair after cleaning. These items may cause fading or other damage to the upholstery.
- Any additional servicing should be performed by an authorized service representative. This chair has no user serviceable parts inside.



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


1. This massage chair should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
2. Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or other injury.
3. Close supervision is necessary when this chair is used by or near children or disabled individuals. Keep children away from extended foot support.
4. Use this massage chair only for its intended use as described in this manual. Do not use attachments not recommended by Infinity.
5. Never operate this massage chair if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or if it has been damaged by water. Contact Infinity's technical support team at 603-910-5000 for assistance.
6. Do not move or carry this massage chair by the power cord, or use the cord as a handle.
7. Keep the cord away from heated surfaces.
8. Never operate the massage chair with the air openings blocked. Keep the air openings free of lint, hair, and other debris.
9. Never drop or insert any object into any opening.
10. Do not use outdoors.
11. Do not operate where aerosol (spray) products are being used, or where oxygen is being administered.
12. To disconnect, turn all controls to the OFF position, then remove the plug from the outlet.
13. Use heated surfaces carefully. May cause serious burns. Do not use over sensitive areas or on areas with poor circulation. The unattended use of heat by children or disabled individuals may be dangerous.
14. Never use pins or other metallic fasteners with this chair.
15. Never remove the cover from this chair. Do not use the chair when the upholstery is ripped, torn, or removed. This may cause injury or malfunction. Carefully examine the covering before each use. Call Infinity's technical support team if the covering shows any sign of deterioration, such as blistering, peeling, cracking, or ripping.
16. Keep dry. Do not operate the massage chair in a wet or moist environment. Do not use the chair when your body is wet, or operate with wet hands.
17. Do not use the massage chair while wearing excessively loose clothing or jewelry.
18. Keep long hair away from massage chair openings and moving parts during use.
19. Do not insert your hand or foot along the path of the massage rollers during use.

20. Any individual who is pregnant; uses a pacemaker; suffers from diabetes, phlebitis, and/or thrombosis; is at an increased risk of developing blood clots due to recent surgery; or is being treated or has been diagnosed with any other medical condition or physical injury should consult a physician before using this massage chair.
21. This massage chair is designed as a non-professional solution to help soothe tired, aching muscles. It is not intended for self-treatment of conditions that should be managed by a qualified healthcare provider. If your ailments and symptoms persist or worsen after use, contact your doctor immediately.
22. Do not use this chair if you are not feeling well.
23. Stop operation immediately if you experience any discomfort.
24. Do not fall asleep during the massage session.
25. Do not operate after consuming pain killers, sedatives, or alcohol.
26. Do not use this chair in combination with other therapeutic equipment or items such as an electric blanket, as this may result in ineffectiveness or injury.
27. Do not stand on or in this massage chair. Use only while seated.
28. Do not disassemble any part of the chair. Touching the internal components may result in malfunction or electric shock. Instead, contact Infinity's technical support team immediately for professional assistance.
29. Always position the massage chair on a flat, level surface.
30. Do not operate for more than 20 consecutive minutes. Turn off the chair and allow it to rest for 30 minutes before using again. This will prolong the life of the chair.
31. Do not perform continuous massage on the same spot of your body for more than 5 minutes at a time, as this may result in excessive stimulation and may have adverse effects.
32. Never use the chair on open skin wounds or swollen, inflamed areas.
33. Do not apply massage rollers directly on the head, elbow or knee joints, torso, or abdomen.
34. If the power goes off during use, be sure to turn the power switch to the OFF position and pull the power plug out from the outlet to prevent damage from occurring when the power is restored.

Connecting to Bluetooth

Bluetooth connection instructions differ for Apple vs. Android devices, please see details below:

Apple iOS (iPhone or iPad devices):

1. Open the App Store . At the top right corner, search for keywords like "Infinity Massage Chair," "Palisade," or "massage chair" to find the Apple app. Tap "GET" at the top right corner to download and install the software.
2. In your device Settings, open Bluetooth and connect it to the massage chair.

Please note: Only Apple devices compatible with Bluetooth 4.0 can connect to the chair's Bluetooth.

Bluetooth-enabled Audio Devices

The Palisade has Bluetooth compatibility to connect with audio devices. Open Bluetooth from audio device and pair with PALISADE to play music.

Android System Software:

1. Download the Android app from the Infinity Massage Chairs Google Play store.
2. Install PALISADE APK, then go to Settings on your Android device > press Wireless and Web Settings > Bluetooth > Scan Bluetooth device > PALISADE, then pair.
3. Start the APK, press Settings menu > Bluetooth > and pair with the PALISADE to link to the APK.

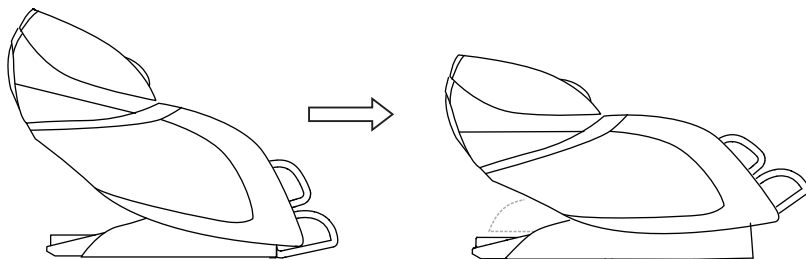
Please note: When connecting your Bluetooth-enabled device, please make sure the chair is turned on, otherwise it will not find the chair.

Equipment Requirements

- Smart PC or mobile devices with Bluetooth capability
- Android System V2.2 or later

Functions & Features

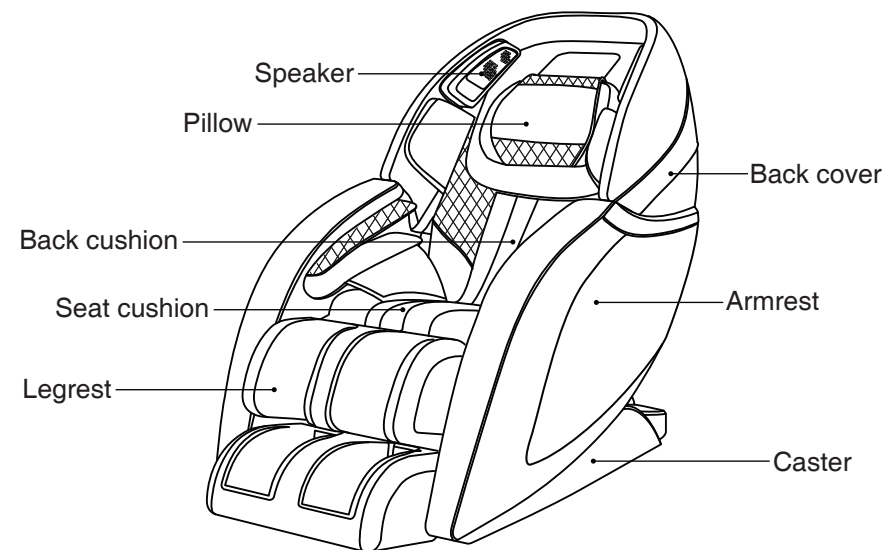
- 1. Space-saving Function:** The Palisade has the ability to move forward before performing a massage. This allows it to be placed closer to the wall than a standard massage chair. Keep this in mind when positioning the chair.



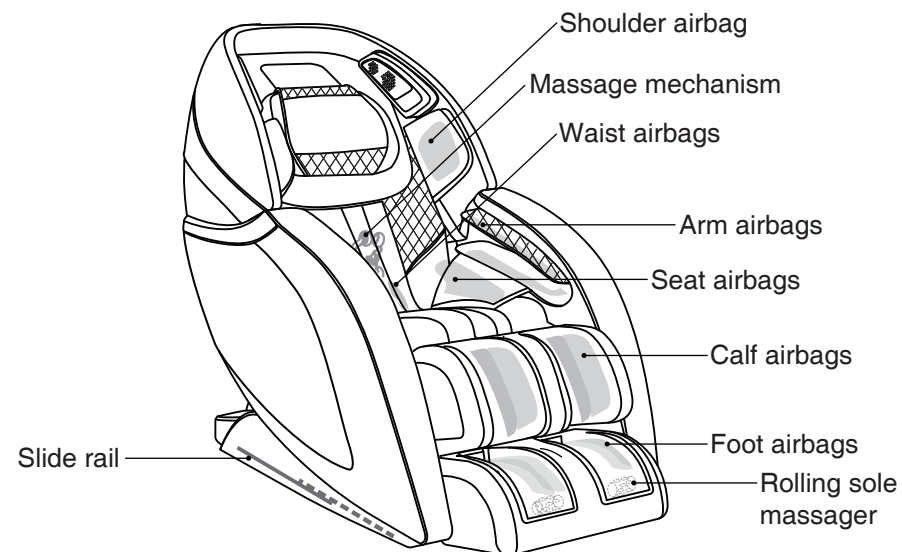
- 2. Zero Gravity:** Zero gravity creates a completely relaxing, naturally comfortable massage position. This design places the back, buttocks, and legs in the same angle that astronauts experience in space. Zero gravity provides a sense of weightlessness and promotes circulation and a steady heart rate.
- 3. 3D Massage Mechanism:** New design of 3D mechanism and movement allows all users to adjust their massage intensity.
- 4. Auto/Manual Legrest Extension:** Legrest can extend 3 in. to accommodate different heights in both Auto and Manual Modes.
- 5. Airbag Massage:** Airbags are located throughout the chair in order to massage the arms, back, waist, shoulders, buttocks, legs, and feet.
- 6. Foot Massage Rollers:** Three massage rollers in each foot unit conduct an all-around shiatsu massage on the soles.
- 7. Diversified Massage Techniques:** Massage techniques include knocking, kneading, tapping, and a kneading/knocking combination. These techniques imitate a professional massage therapist.
- 8. Bluetooth® Audio:** The Palisade includes Bluetooth compatibility. Easily play music by connecting your Android™ or Apple® device.
- 9. Calf Massage:** Calf-rubbing airbags surround each side of the lower legs while massage rollers knead the calves for extreme relaxation.

Massage Chair Parts

External Structure

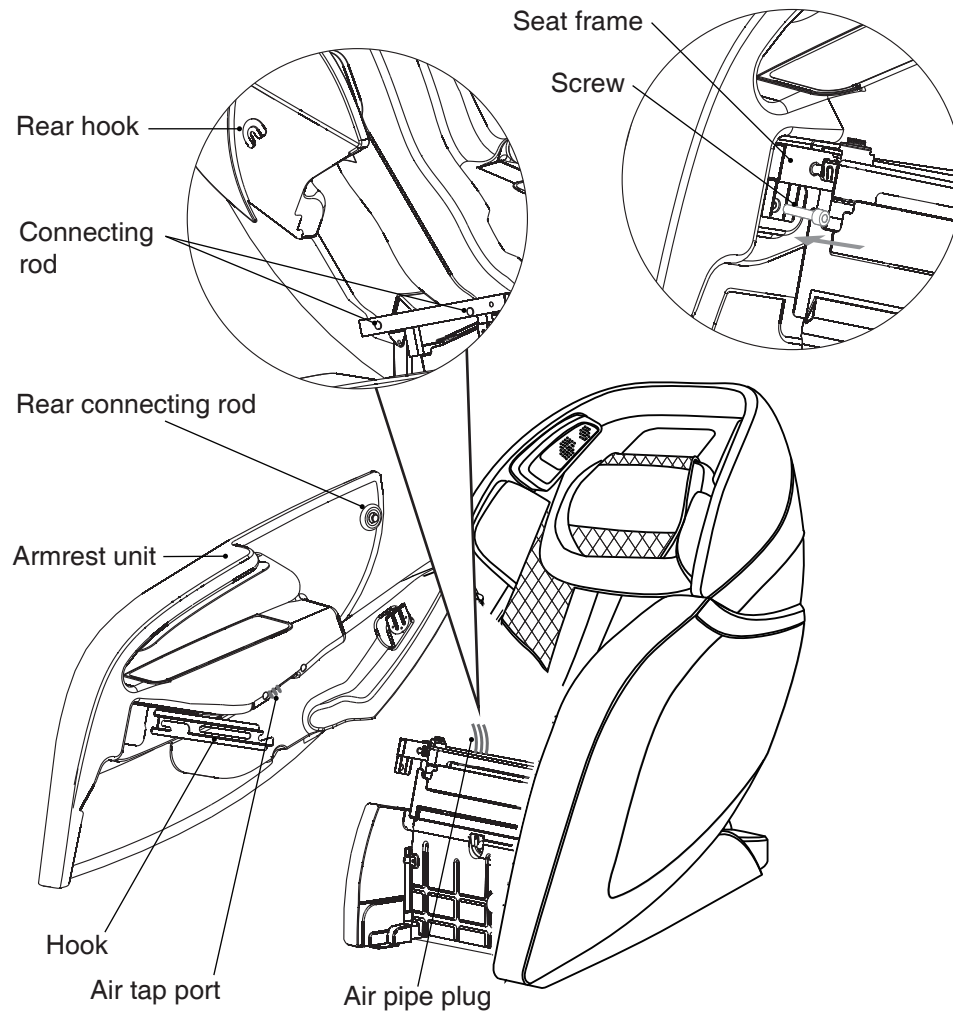


Internal Structure



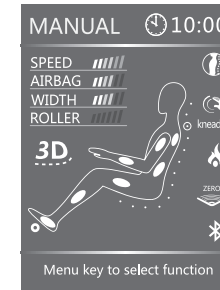
Installation Instructions

1. Unpack the massage chair from the boxes, carefully taking out pads and cushions, accessories box, and unit pieces. Check all accessories with the packing list.
2. Install the armrests.
 - a. First, connect the seat's air tube plug to the armrest's air tap port.
 - b. Hang the hook of the armrest unit to the connecting rod of the backrest. Then connect the armrest to the side of the seat frame. Push the armrest down to secure it in place.
 - c. Fasten the armrest to the seat frame with one screw. Repeat steps above for opposite armrest.

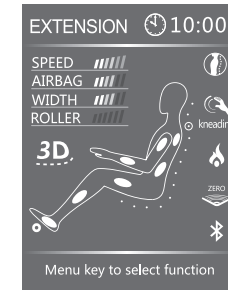


Remote & Massage Chair Operation

Please Note: Under both Auto and Manual Modes, the remote will return to the home screen as shown below if it remains idle for 10 seconds.



Home screen in Manual Mode



Home screen in Auto Mode

- During use, press MENU twice to return to the home screen immediately.
- On the home screen, under either Manual Mode or Auto Mode, press the left and right button to adjust air pressure intensity. Under Manual Mode, press up and down to adjust massage roller speed.
- Press AUTO to choose Auto Programs directly.

Caution

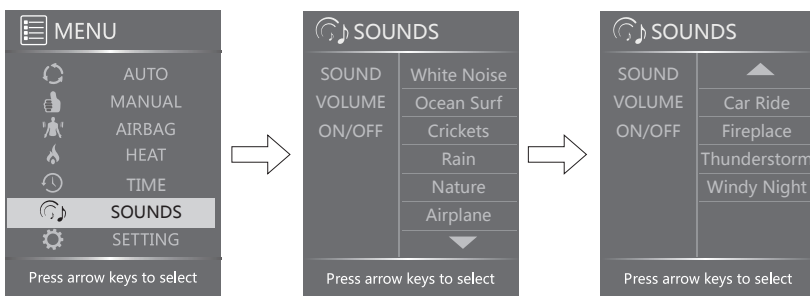
- Do not spill water or other liquids on the controller in order to avoid damage.
- Do not place heavy objects on the controller or power cord.

USB Charging Port

The Palisade includes a 1 amp charger that allows you to charge your phone or tablet while using the chair. This feature is especially helpful when using the mobile app to control the chair. Uses a Type A USB.

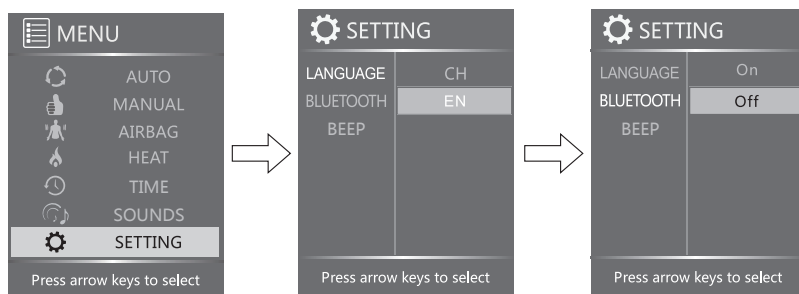
Port is located on left thigh area behind the thigh airbag.

Remote & Massage Chair Operation



Sounds: Press MENU button, then choose SOUNDS. Here, you can select from 10 different relaxing sounds, adjust the volume, and turn the sound on or off.

Note: Bluetooth must be ON for Sounds to work.



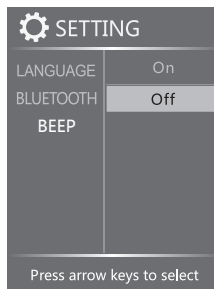
Setting: Press MENU button, then choose SETTING. Use the up or down button to toggle language, Bluetooth, or Beep settings.

Language: Under SETTING > LANGUAGE function, press right button, then press up or down button to select CHINESE or ENGLISH.

Bluetooth: Under SETTING > BLUETOOTH function, press up or down button to turn Bluetooth on or off.

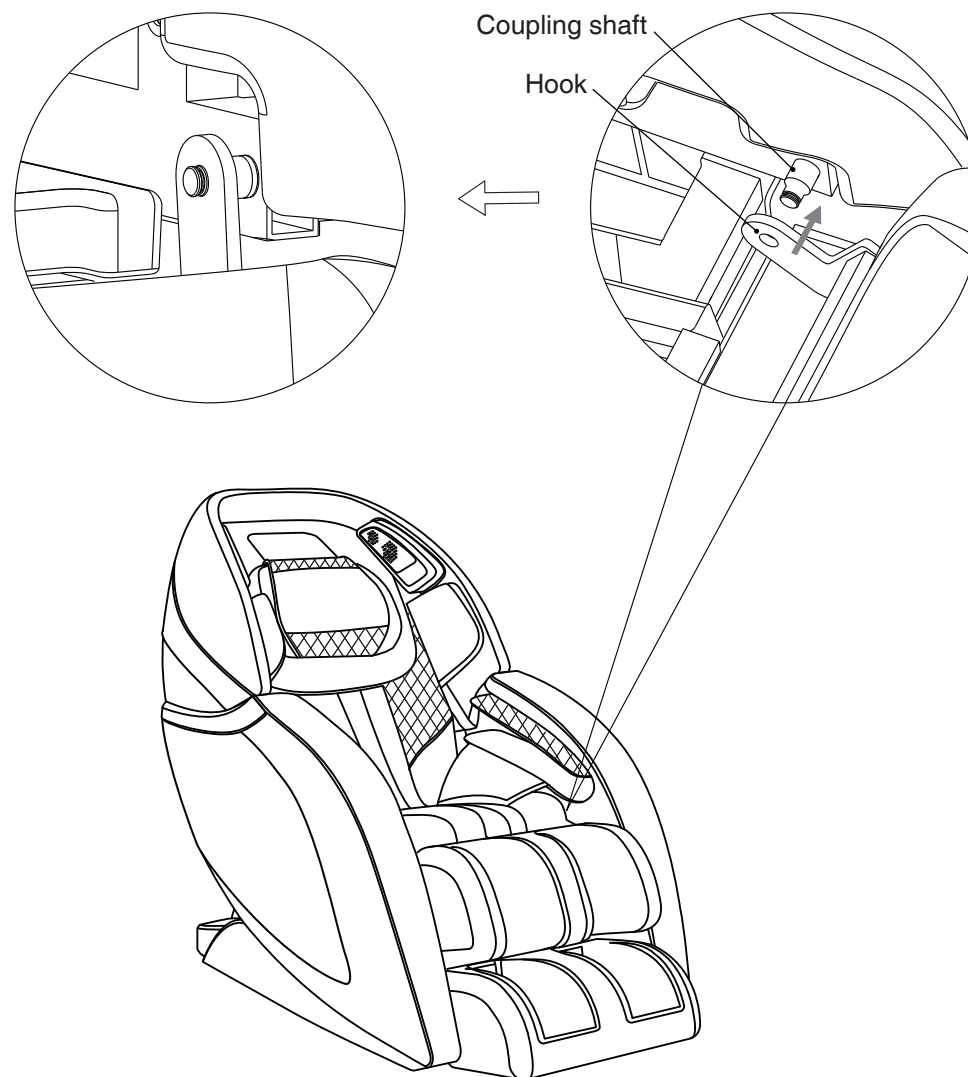
Beep: Under SETTING > BEEP function, press up or down button to turn Beep on or off.

Please Note: All of the above settings are saved even when the machine is turned off suddenly.



Installation Instructions

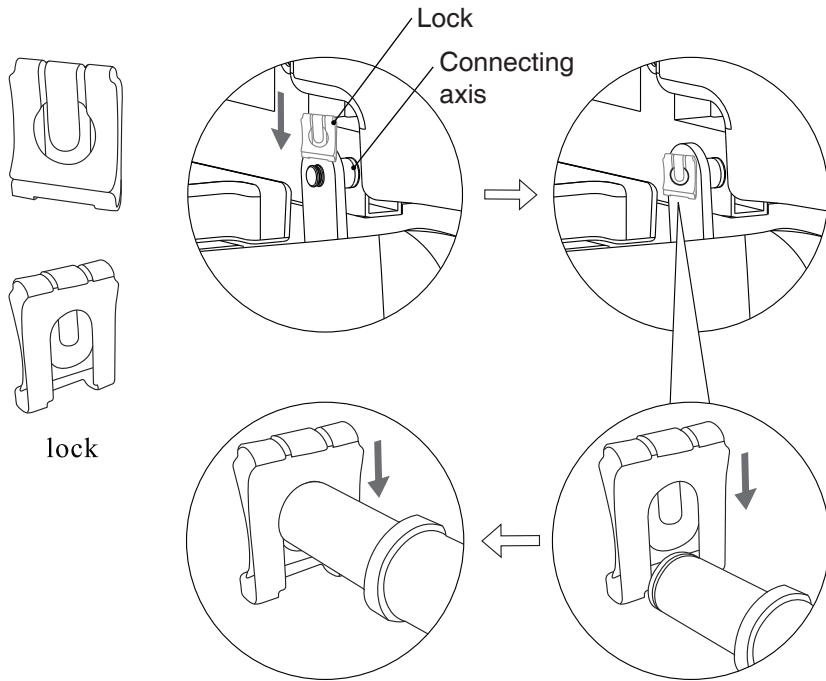
3. Install the legrest.
 - a. Lift the legrest and connect the hook on the legrest to the coupling shaft on the seat frame. Repeat on the other side.



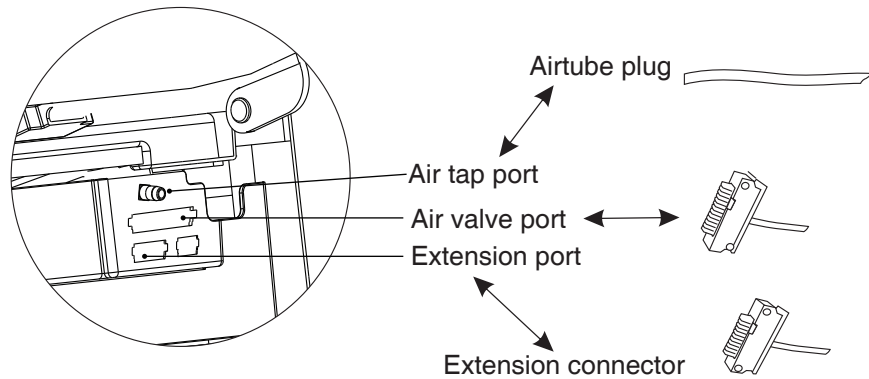
Please Note: You can also visit our YouTube channel at www.youtube.com/infinitymassagechairs to watch our easy assembly tutorial.

Installation Instructions

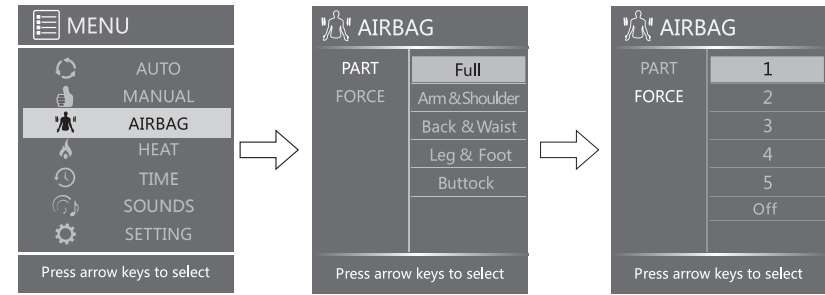
b. After the calf is connected to the axle, fasten it with the lock on the left and right side.



c. Lift the calf massage unit, connect the airtube and air valve plug into the ports on the seat base, and make sure they are fastened.



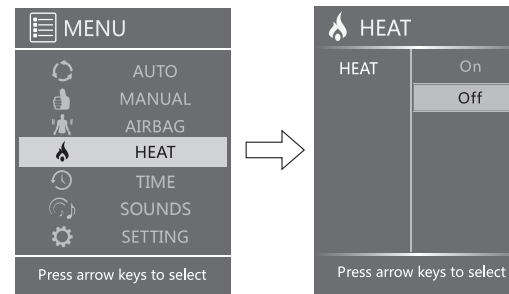
Remote & Massage Chair Operation



Airbags: Press MENU button, then choose AIRBAG. Use the up or down button to choose airbag PART and FORCE.

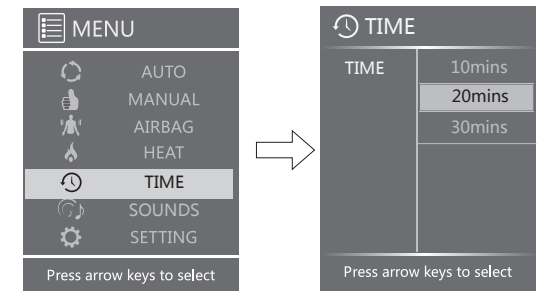
Part: Under AIRBAG PART function, press right button, then press up or down button to choose Full, Arm & Shoulder, Back & Waist, Leg & Foot, or Buttock.

Force: Under AIRBAG FORCE function, press right button, then press up or down button to choose airbag force from levels 1 to 5, or to stop the airbag.



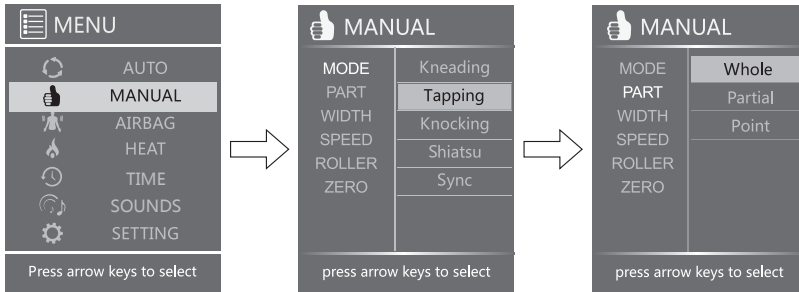
Heat: Press MENU, select HEAT, then press right to turn on or off.

Time: Press MENU, select TIME, then press up or down to choose 10 minutes, 20 minutes, or 30 minutes. The default setting is 20 minutes.



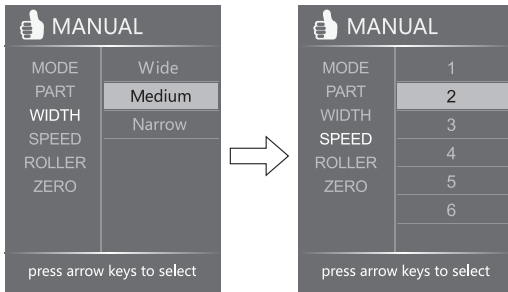
Manual Options

Press MENU button, choose Manual, and press OK to enter Manual Programs. Press up or down button to choose mode, part, width, speed, roller, or zero gravity.



Mode: Under Mode function, press right button, then press up or down button to select massage style. Choose from Kneading, Tapping, Knocking, Shiatsu, or Sync.

Part: Under Part function, press right button, then press up or down button to select whole, partial, or point.

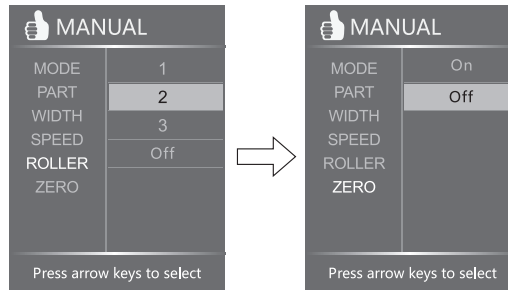


Width: Under Width function, press right button, then press up or down button to select Wide, Medium, or Narrow.

Speed: Under Speed function, press right button, then press up or down button to choose a speed between 1 and 6.

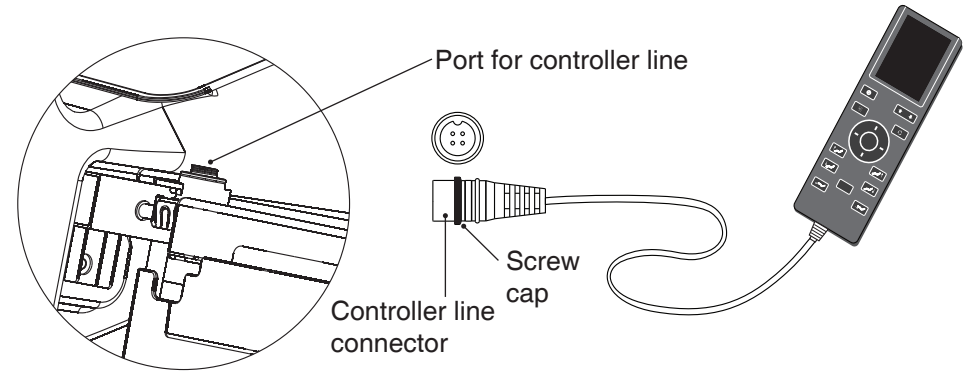
Rollers: Press MENU button, then choose ROLLER. Adjust the roller speed from 1 to 3, or select Off to stop the rollers.

Zero Gravity: Zero gravity creates a completely relaxing, naturally comfortable massage position. This function places the back, buttocks, and legs in the same angle that astronauts experience in space. Zero gravity provides a sense of weightlessness and promotes circulation and a steady heart rate.



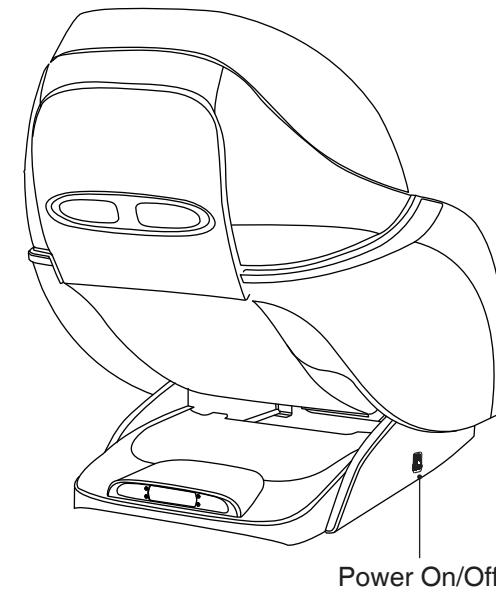
4. Connect the remote control.

- a. Connect the data line of the controller to the port on the inside of the right armrest (note the convex/concave shape of connector and port). Secure the screw cap of the connector.



5. Connect other accessories.

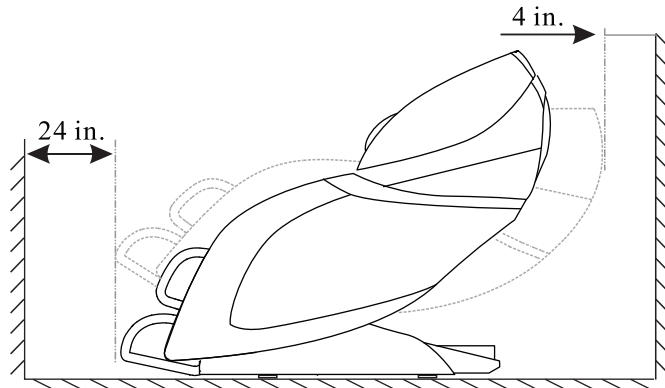
- a. Connect the power cord to the port on the outside of the right armrest.
- b. Turn on the chair and use the controller to raise the chair to its upright position.



Safe Placement

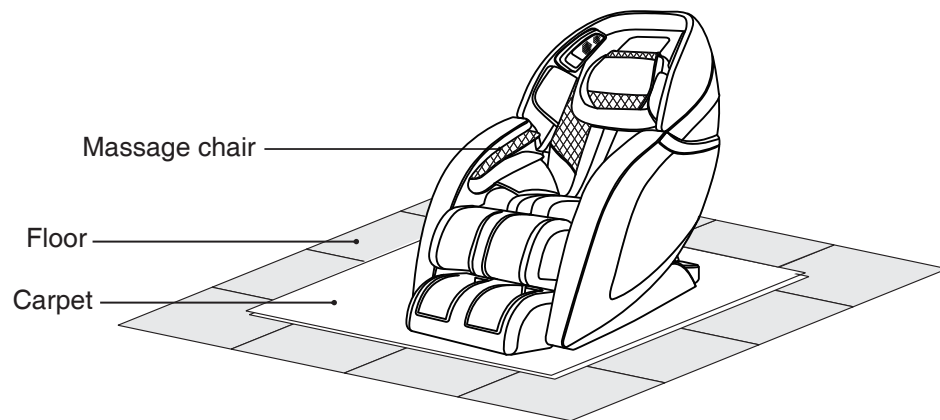
Ensure there is adequate space for installing the chair.

- Back: Minimum 4 in. from the wall and any objects or obstacles
- Front: Minimum 24 in. from any objects or obstacles
- Place on a dry, level surface.
- Do not place in direct sunlight or in places of high temperature.



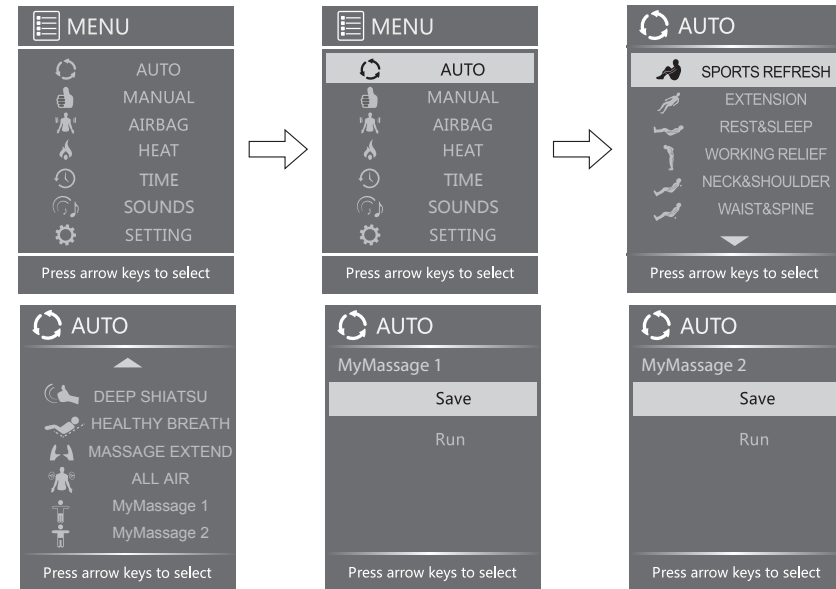
Floor Protection

Place the massage chair on a carpeted or other padded surface in order to avoid scratching or damaging the floor.



Auto Programs

Once the massage chair is plugged in, press the power button. The remote's LCD screen will turn on. Press MENU then enter the Auto Program menu. Choose from Sports Refresh, Extension, Rest & Sleep, Working Relief, Neck & Shoulder, Waist & Spine, Deep Shiatsu, Healthy Breath, Massage Extend, All Air, MyMessage 1, or MyMessage 2.



Sports Refresh: Designed to soothe muscles after sports activities and exercise, this program helps relax muscles and speed up recovery time after intense exercise by promoting circulation.

Extension: This program is inspired by Thai massage and includes strong kneading and stretching functions to effectively decompress the entire body. Extension is the best choice to relax tired muscles and increase physical vigor.

Rest & Sleep: This mild massage is great for your lunch break or before sleeping. It kneads the entire body with varying massage intensity to relieve tired muscles gradually.

Working Relief: A great program for people who work at a desk or travel a lot, this program performs a strong massage to ease muscles and recuperate the body.

Neck & Shoulder: This program spends 80% of its time on the neck and shoulder area. The curved design of the chair backrest allows the massage rollers to completely touch the shoulder and neck to relieve pain and tension.

Waist & Spine: To relieve lower back pain, 80% of this massage focuses on the lumbar vertebrae and the rollers will conduct targeted massage to relieve tension in this area.

Deep Shiatsu: Deep shitsu on the back for 10 minutes

Healthy Breath: Rhythmic five-minute massage to aid with deep breathing

All Air: Full-body airbag-only massage

MyMessage: To save customized massages, simply choose your settings under the MANUAL menu, then run the massage. Next, under the AUTO menu, scroll down and select either MyMessage 1 or MyMessage 2. Here, you have the option to Save the current manual massage, or Run a saved custom massage.

Selecting Massage Options

On/Off

- When power is on, press this button. The display screen will light up. Press up/down button to choose Auto Mode, Manual Mode, 3D Massage, Air Pressure Massage, Heat, and Setting Menu.
- Press this button again to turn off all functions. The default working time is 20 minutes.

Menu

- Press this button to choose Auto Mode, Manual Mode, 3D Massage, Air Pressure Massage, Heat, and Setting Menu.

Shoulder Position Adjustment (Moves mechanism up and down)

- Under Manual Point Mode, press the up or down buttons to set the massage on a specific area.
- Under Auto Mode Body Sensor, press these buttons to adjust shoulder position after body scan.

Foot Roller On/Off

- Press this button to turn the foot rollers on or off.



Direction Adjustment

- Under Menu and Auto Mode, press this button to adjust direction. When program is selected, press the OK button to confirm and enjoy your chosen massage.
- During the massage, press OK to switch to zero gravity. Press up or down buttons to adjust mechanism speed. Press left or right button to adjust airbag intensity.

3D 3D Massage

- Under Auto or Manual Mode, press 3D button to adjust the 3D intensity.

Feet Up

- Press this button to raise the legrest. Release to stop.

Feet Down

- Press this button to lower the legrest. Release to stop.

Back Up

- Press this button to raise the backrest. Release to stop.

Back Down

- Press this button to lower the backrest. Release to stop.

Legrest Extend

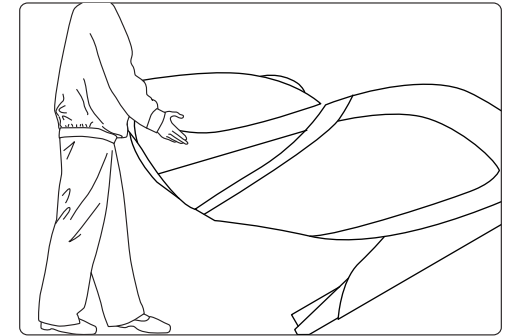
- Press this button to extend the legrest. Release to stop.

Legrest Retract

- Press this button to retract the legrest. Release to stop.

Moving the Massage Chair

- Ensure the chair is in its full upright position. Turn it off and unplug the power cord.
- Lift the front part of the chair as shown below. One person should raise the front part by holding the moving handle, while another person holds the top of the chair from behind and pushes.



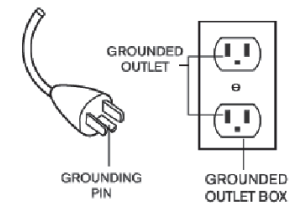
Turn On Power Supply

- Plug the power cord into three-prong grounded outlet.
- Turn on the chair by pressing the button at the lower part of the exterior of the right armrest.

Grounding Instructions

This product must be grounded. If it should malfunction or break, proper grounding will reduce the risk of shock. This product has a ground conducting cord and plug. The plug must be plugged into an appropriate outlet that has been properly installed and grounded in accordance with all local codes and ordinances.



DANGER: Improper connection of the ground conduction plug can result in risk of shock. Check with a qualified electrician or service technician if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the product. If it does not fit in the outlet, have a properly installed outlet added by a qualified technician. This product is for use on a normal 120V circuit and has a grounding plug that looks like the plug illustration to the right. Make sure the product is connected to an outlet with the same configuration as the plug. Never use an adaptor with this product.

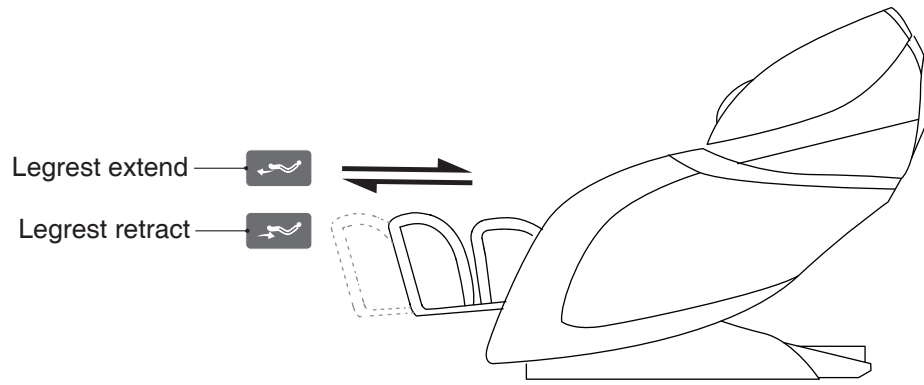


Caution

- Do not move the massage chair when someone is sitting in it. This could cause the chair to tip over, resulting in damage and injuries.
- Moving the massage chair may cause damage to floors. Floor protection, such as rugs or carpet, is recommended.
- Do not drop or suddenly let go of the chair while moving, as this may damage the chair and floor.
- Do not try to move the chair by pulling on the cord or the armrest. Only hold the moving handle in the back and front.
- To avoid injury and minimize risk of dropping the chair, we recommend that two people lift the chair.
- Before turning on the chair, make sure there is no damage to the power cord or other exposed wires.
- Make sure the power switch is turned off before plugging in the chair.

Legrest Operation

To adjust the legrest, press  or  to extend or retract the legrest manually while it is static in order to get the best massage.



Legrest can be extended or retracted automatically or manually according to different heights and seating positions because of massage chair's body scan sensor.

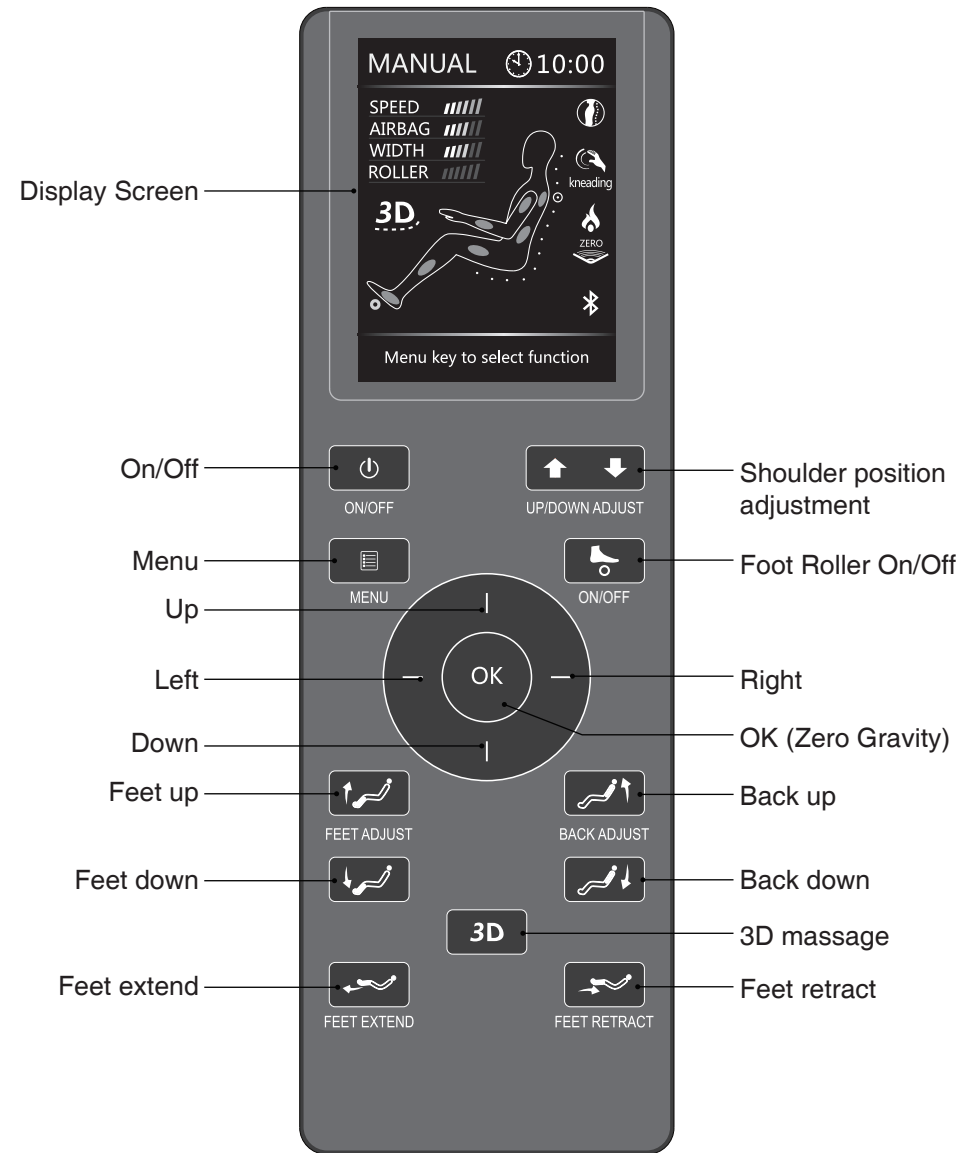
After Using

- Turn off the chair and unplug the power cord from the outlet after use.
- Place the controller in the pocket.
- Turn off the chair and unplug the power cord from the outlet when not in use.
- Cover the chair if it will not be in used for a long time.

Caution

- Only use the chair as intended. Sit in the chair in a normal position.
- Before adjusting the legrest and backrest, make sure there are no obstacles around the chair.
- Do not insert hands, legs, feet, or other body parts or objects into chair's gaps while the legrest extends or resets.
- Wait for the chair to reset completely before exiting.

Remote & Massage Chair Operation



Safety Precautions

Troubleshooting

Safety Precautions

Troubleshooting