

INFINITY[®]

MASSAGE CHAIRS

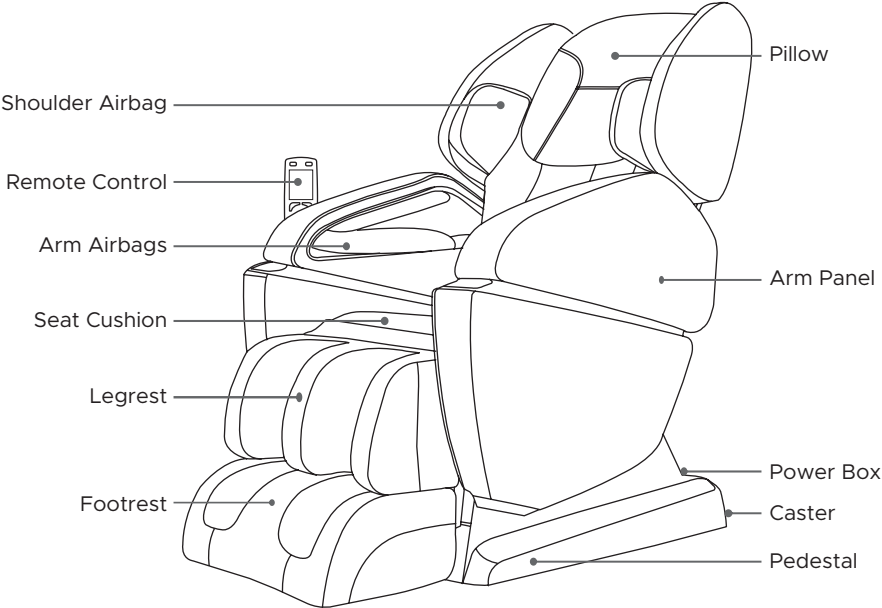


User Manual

PRELUDE

Your Chair

External Structure



Welcome to

INFINITY[®]

THE ULTIMATE MESSAGE EXPERIENCE

Thank you and congratulations on purchasing an Infinity Massage Chair - you've made a great choice.

With over a decade of experience designing, building and servicing massage chairs, Infinity takes pride in every chair sold, including yours. We are here for you. The US-based Customer Care team can be reached at (603) 910-5000 or visit us online at www.infinitymassagechairs.com and find valuable self service resources under the SUPPORT tab, including electronic copies of all documents and video tutorials.

Inside this manual, you will find everything you need to setup and safely enjoy your chair. Please review the entire manual before assembling or using your chair. If you are assembling the chair yourself, please see the Assembly Guide next and reference the online assembly video.

For convenience, we've also created a Quick Start Guide. We suggest you keep it in the remote pocket as a tool to get to know all the features of your new chair.

Get ready to sit back, Relax and enjoy the Ultimate Massage Experience.

Register your product at www.infinitymassagechairs.com/warranty to ensure it is in our system. This will simplify the warranty process should you ever need it.

Alternatively, **scan the QR code** to go directly to the URL above.



SCAN CODE

 @infinitymassagechairs

 @infinity_chairs

 @infinitymassagechairs

We know you can't wait to sit in your new Infinity Massage chair! Take a picture of you enjoying the ultimate massage experience and make sure to tag us on social media with the hashtag **#lovemyinfinitychair**

Chair Features

Body Scanning



See page 9

Lumbar heat



See page 12

Airbag Control



See page 12

Manual Massage Customization



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Foot Rollers



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Zero Gravity



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Product Warranty

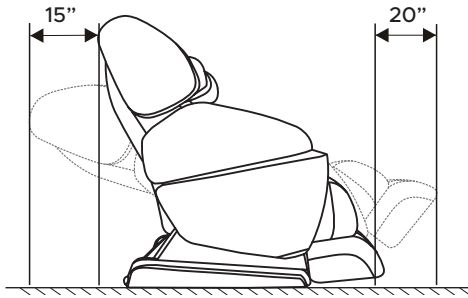
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Before Getting Started

Installation Site

Clearance Space for the Chair

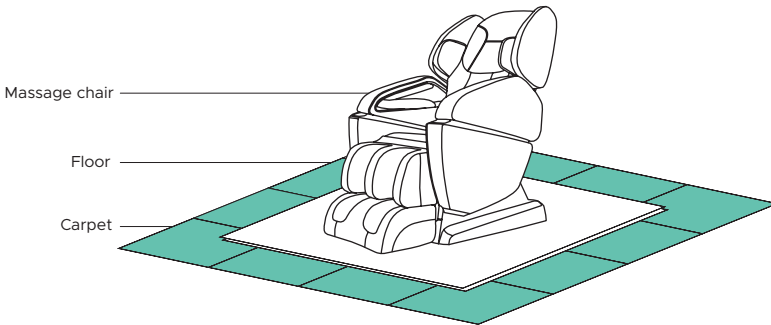
- 15" clearance for the recline of the backrest; 20" clearance for the extension of footrest and sliding forward of the chair.
- Keep it 3 feet away from the TV, radio or other audio & video appliance to avoid signal interference.



- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.
- When the massage chair sliding forwards or back, please check to make sure there is no children, pets or other obstacles around to avoid accident.

Floor Protection

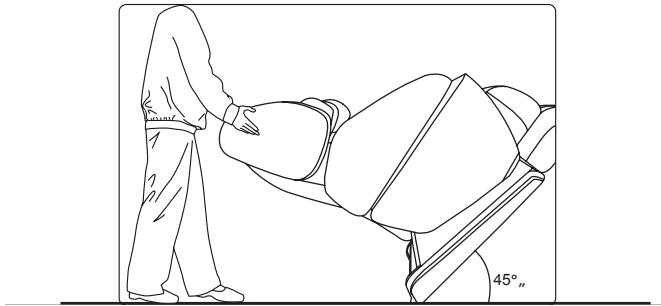
We recommend to place a piece of thin carpet or soft mat underneath it to avoid damaging the floor.



- Do not use the massage chair in high moisture environment such as near swimming pool or bathroom to prevent electric shock accident.
- Please keep the massage chair away from heated surfaces to prevent fire hazard or damage to the product.

Move Methods

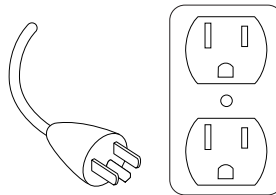
- Apply pressure to the back of the massage chair from behind to pivot on the Castors. Have a second person up front to guide the Footrest until in the correct position. Maintain clearances as mentioned above. Gently lower into place. Do not pull on the side arms.



- Do not move the chair when there is user inside.
- To carry this product, do not lift by the footrest or armrest, hold the chassis and steady the backrest (have 4 or more people to carry the product).

Connect to Power

Plug into a 110V grounded outlet.



This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce 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 installed and grounded in accordance with all local codes and ordinances.



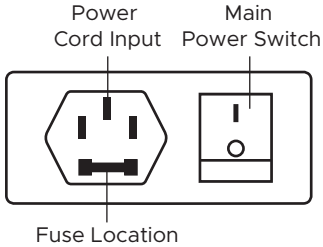
- Ensure there is no damage to the supply cord before switching on the massage chair.
- Ensure that the main power switch is turned off before connecting to power

Chair Setup

Getting Comfortable

Main Power Switch

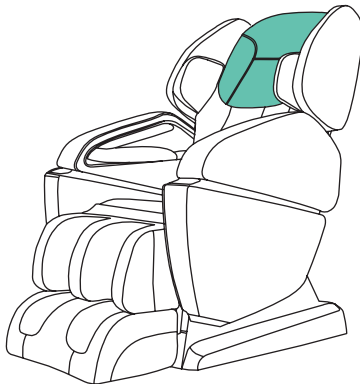
To power up the chair, flip the main power switch located on the back of the base of the chair to **ON**.



- Children should be supervised to ensure that they do not play with the chair or touch the power box.
- Always unplug the massage chair from the electrical outlet immediately after use.
- Unplug from outlet during thunder or lightening storms, and before putting on or taking off parts.
- Turn off the power switch and unplug the massage chair from the electrical outlet while not in use to avoid children power on the massage chair accidentally.
- When not in use for a long period of time, we recommend that the chair be covered, the power cord be coiled and that the unit be placed in an environment free of dust and moisture.

Adjust Pillow

Take a seat in the chair and take note of where the neck pillow rests on your neck. Adjust the pillow so that it rests comfortably in the arch of your neck. Do this by removing it from the velcro, aligning it, and then reattaching to the velcro once it is in the desired position.



Smart tip: To increase intensity in the neck and shoulder region, flip the pillow or the pillow and pillow pad up so you lay directly on the seat backpad.

Body Scanning

Select any auto program. The chair will automatically begin scanning your body, mapping your back, shoulders, and neck. During this process it is important to remain seated back into the chair without lifting your head.

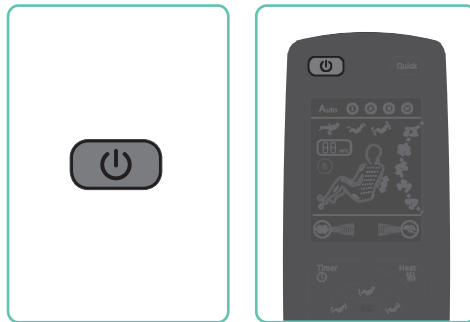
The scan can be viewed on the remote control screen. If fine tuning is needed just after your body scan, **wait for a series of beeps to start**, then immediately use the **Roller Position** buttons on the bottom of the remote control to move the massage rollers up or down for the perfect shoulder kneading position.

Reduce the Intensity of your Massage - Manually

To make the massage less intense you can **fold down the neck rest** to provide more cushioning between you and the massage mechanism in the seat back.

Getting out of the Chair

To easily exit the chair at any time, press the **ON/OFF** power button on the remote control to restore the chair to the upright position.



Taking Control

Auto Programs

Press any of the highlighted **AUTO PROGRAM** buttons to jump to the corresponding Auto Program. Select among 6 Auto Programs. The display screen will show the In-Use screen.

While running any Auto Program, you can select a different Auto Program or go into Manual mode at any time. You do not need for that program to end.



| Program | Button |
|------------------|--------|
| Quick | |
| Full Body | |
| Recover | |
| Focus | |
| Relax | |
| All Air | |

| What for? | Description |
|--|---|
| To gain a quick understanding of what each auto program has to offer. | Rapid demonstration of all massage techniques and chair motions. |
| This program is the best choice to relax tired muscles and increase physical vigor. | Comprehensive massage session using deep tissue kneading, and tapping combines with air cell compression. |
| Soothe muscles after sports activities and exercise. | Massage session focused on back and leg/foot region muscle recovery. |
| Helps with muscle recovery and benefits of stretching. | Performs a series of grab, hold, and stretch sequences while the back and legrest move up and down. This is combined with traditional massage techniques. |
| Try this program as you prepare your body to rest for the night. | Massage session built for winding down with slower paced massage techniques. |
| For compression only massage without any kneading and tapping. Many find this program beneficial to relax and ease stress when winding down. | This massage uses only airbags for a full-body compression massage, alternating between the feet, calves, seat, arms, hands, and shoulders. |

Taking Control

Airbag Massage

To control the airbag functions of your chair, use the **AIR ZONE** button, and the **AIR PRESSURE INTENSITY** button found on your remote control.

The Air Pressure Intensity button adjusts the strength of the airbag compression, and the Air massage Zone toggles between the airbag regions of the chair.



Airbag Region

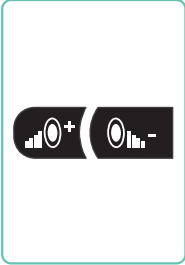
Press the **AIR ZONE** button on your remote control to select your desired airbag massage zone.

- Press **once** for foot air massage.
- Press **twice** for leg air massage.
- Press **three** times for leg and foot air massage.
- Press **four** times for arm air massage.
- Press **five** times for shoulder air massage.
- Press **six** times to turn off.



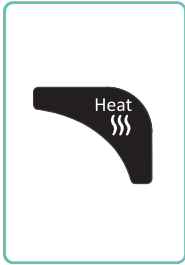
Airbag Intensity

Press the **AIR PRESSURE INTENSITY** button on your remote control to select your desired intensity: Soft, Medium, or Strong.



Back Heat

Press the **HEAT** button on your remote control to turn on lumbar heat. Press button again to turn off lumbar heat.



Smart tip: Adjust the backrest and legrest angle **prior to selecting a massage function**. Setting the position before selecting a massage program allows for the chair to deliver a **more accurate massage**.

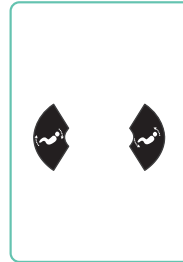
Foot Rollers

Press the **FOOT** button on your remote control to turn on foot roller massage. Press button again to turn off foot roller massage.



Adjusting the Backrest

Press the **BACKREST ADJUST** buttons on your remote control to raise or lower the backrest of the chair.



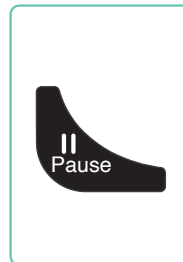
Adjusting the Footrest

Press the **FOOTREST ADJUST** buttons on your remote control to raise or lower the backrest of the chair.



Pause Massage

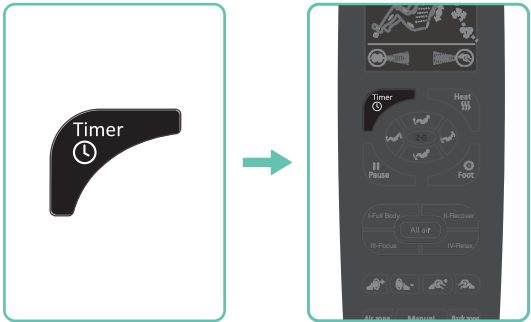
Press the **PAUSE** button on your remote control to force stop the chair during a program and stop all functions immediately. Press button again to resume functions.



Set your **Environment**

Time

Press the **TIMER** button on your remote control to select your desired massage time. The massage time can be adjusted in 5-minute increments, with a max massage time of 30 minutes.



Surroundings

Your massage experience is enhanced further by the mood of your surroundings. Set a soothing environment for total relaxation by blocking any unwanted sounds and light.

Settings

Remote Control Sleep Mode

After 15 minutes of being idle with nothing selected, your remote control and chair will automatically turn off. To wake up, press any button then the next button press command will be acted on. Note: sleep mode does not occur when the chair is in an auto or manual program.

Build your own

Manual Programs

In Manual mode you can operate components of your massage chair individually or combine them to create unique massage scenarios.

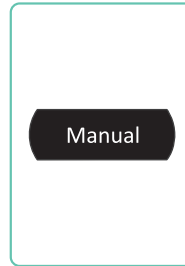
Press the **MANUAL** button on your remote control to toggle between massage techniques: **KNEADING**, **KNOCKING**, **KNEADING & KNOCKING**, **TAPPING**, and **SHIATSU**.



Back Massage Technique Mode

Press the **MANUAL** button on your remote control to select your desired massage technique:

- Press button **once** for Kneading.
- Press button **twice** for Knocking.
- Press button **three** times for Kneading & Knocking.
- Press button **four** times for Tapping.
- Press button **five** times for Shiatsu.



Massage Part (Back Region)

Press the **BACK ZONE** button on your remote control to select your desired region: Point, Partial, and Whole massage.

- Point** stops on the track for targeted relief.
- Partial** travels a short distance and reverses direction for focused relief.
- Whole** travels the entire length of the track.



Back Node Width

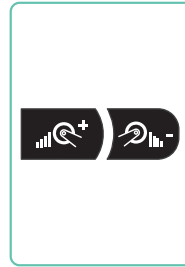
Press the **WIDTH** button on your remote control to select your desired width: Narrow, Medium, or Wide. Width feature works on Knocking, Tapping and Shiatsu techniques.



Smart tip: Message **Width** can't be adjusted when in Kneading, or Sync mode techniques. Message **Speed** can't be adjusted when in Shiatsu.

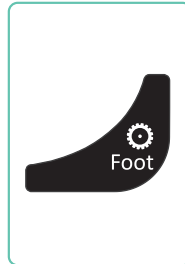
Massage Speed

Press the **SPEED ADJUSTMENT** button on your remote control to select your desired speed: Slow, Medium, or Fast.



Foot Rollers

Press the **FOOT** button on your remote control to turn on foot roller massage. Press button again to turn off foot roller massage.



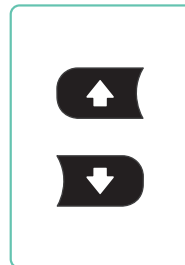
Zero Gravity

Zero Gravity mode will recline the back and elevate the feet to reduce the gravitational force on your spine. Press the **ZG** button on your remote control once for recline, press twice for Zero Gravity, and press a third time to turn off.



Move Rollers Up/Down





Press the **ROLLER POSITION** buttons on your remote control to set your shoulder height during body scanning and back zone Point mode.



Staying Safe


Safety Precautions

Precautions listed below will help to ensure proper use of this appliance. Read all instructions before using this appliance.


-  **WARNING** - Improper operation may cause severe personal injury or substantial property damage.
-  **CAUTION** - Improper operation may cause personal injury or product damage.
-  - Prohibited.
-  - No Disassemble.

Not Suitable For Below Persons


We recommend those with any of the following conditions consult your physician before using.

-  **WARNING** - Those who are using electronic medical instruments embedded in the body, such as a cardiac pacemaker.
- Those undergoing treatment, especially those who are not feeling well.
- Those with malignant tumors or malignant abscesses. (Need to be supervised)
- Women who are pregnant.
- Those with osteoporosis or a fractured spine.
- Those with skin diseases or those with skin injuries.
- Those with a high fever.
- Close supervision is necessary when this product is used by, on, or near children, invalids, or disabled persons.
- The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.
- This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.

Control Buttons Precautions

-  **WARNING** - Do not operate the control buttons with wet hands.
- Do not spill water or other liquids onto the control buttons to avoid fault.
- Do not lay heavy objects on the controller.

Best Circumstances

-  **CAUTION** - Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Do not use this appliance when ambient temperature is over 40 C.
- Women who are pregnant should not use this chair.
- Do not use this appliance in humid or dusty environment, or when any part of the body is in contact with plumbing or any similar ground.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Please place the product on a flat level floor.
- Do not store near heat or open flame.
- Connect this unit to a properly grounded outlet only. See Grounding Instructions.

Cautions Regarding the Adapters and Cord



CAUTION

- Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
- An appliance should never be left unattended when plugged in. Unplug from outlet when not in use.
- Unplug from outlet during thunder or lightning storms, and before putting on or taking off parts.
- Check that the power voltage stated on the rating label corresponds to your local electricity supply.
- Do not use a damp hand to unplug the cord to avoid electric shock
- Do not drag the cord, reach to the front plastic end to unplug it.
- Do not squeeze, over bend, pull hard, or twist the cord.
- Keep the cord away from heated surfaces.
- Do not carry this appliance by supply cord or use cord as a handle.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
- To disconnect, turn all controls to the off position, then remove plug from outlet
- The appliance is only to be used with the power supply unit provided with the appliance.
- It must only be supplied at safety extra low voltage corresponding to the marking on the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

Best Practices for Safe Use



CAUTION

- Only for users who weigh below 300 lbs.
- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Appliance should only be used by one person, do not use by two or more persons at the same time to avoid damage to the product.
- Do not use the product right after a meal, it may cause discomfort.
- Remove personal accessories from arms and empty pockets while using the massage services.
- Check the upholstery under the cushions and other spots, if any damages are present, do not use it and refer to a qualified service professional for servicing.
- If you feel any abnormal discomfort during the operation of this product, turn off the power immediately and do not use the product.
- Use of the appliance for 20 minutes each time is highly recommended.
- Make sure there are no obstacles behind the chair and there is enough clearance before adjusting the backrest or legrest angle.
- Make sure there is no other excessive load pressed on the backrest or legrest besides the user.
- Make sure there are no children, pets or other objects under the backrest or legrest.
- Please be seated properly while using the product.
- Do not drag or push the chair or roll on its caster on wood floor or carpet to avoid damage



- Do not stand on or stack heavy objects on the footrest.
- Do not fall asleep while the product is operating.
- Avoid using the product under the influence of alcohol.
- Never drop or insert any object into any openings.
- If there is any smoke or unusual smell while using, stop using immediately, and unplug the power cord.



- Do not disassemble this product yourself to avoid failure.
- Do not dismantle, fix or modify the product yourself. Please contact authorized dealer or service agent.

Fixing Issues

Trouble Shooting

| No. | Symptoms | Possible Causes | Possible Solution |
|-----|---|---|--|
| 1 | Noise is heard while in use | These noises are normal and arise from friction between the massage rollers and the faux leather cover | No need to take any measures |
| 2 | Massage Chair does not start | <ul style="list-style-type: none">- The power cord is not secured into the socket- Not switched ON- The fuse is blown | <ul style="list-style-type: none">- Insert the power plug properly into the power socket- Turn on the switch found on chair side. Then push power button on remote- Replace only with a fuse of same type and rating |
| 3 | Backrest or footrest can not raise or recline | Excessive load has been pressed on the backrest or legrest | Reduce the load and try again |
| 4 | Airbag malfunction | The air hose is blocked | Straight the air hose and clearout the blockage |

If problem remains, please contact Infinity for maintenance.

Tip: Do not attempt to repair this product yourself, our company shall not be liable for the injury or damage caused by any servicing without authorizations. Thank you for your cooperation

Frequently Asked Questions

Q: I find the chair is too intense to be comfortable. What can I do?

A: Your body needs to become acclimated to therapeutic massage. To be effective, the massage techniques must compress the tissue in your body. We recommend the following steps to help get started. Then over time as your body acclimates you can increase the intensity by reducing the layers between you and the chair.

1. Use the body pillow and pillow pad to reduce upper body intensity
2. If a specific airbag is too intense, turn off Full and turn only the airbags you want
3. Press the foot roller button to turn the foot rollers off
4. Adjust the recline on the remote. More upright will be less intense. Zero Gravity will be more intense

Q: I'm not a foot massage person, what should I do?

A: To turn off foot rollers, press the Foot Roller button on your remote control. You may also want to reduce the air intensity to level 1.

Q: My chair is not performing as expected. What should I do?

A: Your Infinity massage chair is an amazing combination of programming and robotics. On occasion the chair just may need to be rebooted. To do this power down the chair and unplug from the wall for 5 minutes then plug back in and power back up to see if it self-healed. If you are still having an issue, give Infinity a call at 603-910-5000.

Q: I can never seem to get in my Infinity Massage chair, someone is always in it.

A: We know. It happens. Tell your friends to get their own Infinity Chair.

For more information and access to further questions, and resources, visit our website at www.infinitymassagechairs.com

Fixing Issues

Specifications

| | |
|----------------------------------|--------------------------|
| Model | Prelude |
| Dimension of Main Body (in) | 52 x 32 x 48 (L x W x H) |
| Necessary Clearance to Wall (in) | 15" |
| Net Weight (lbs) | 154 |
| Shipping Weight (lbs) | 180 |
| Max. User Weight (lbs) | 264 |
| Voltage | 120V 60Hz |
| Fuse | 3.15 AMP |
| Power Consumption | 100W |
| Safety Standards | Type 1 |

Product **Warranty**



SCAN CODE

For the most current Warranty information please visit:
www.infinitymassagechairs.com/warranty

Alternatively, **scan the QR code** to go directly to the URL above.

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