

# INFINITY<sup>®</sup>

## MASSAGE CHAIRS

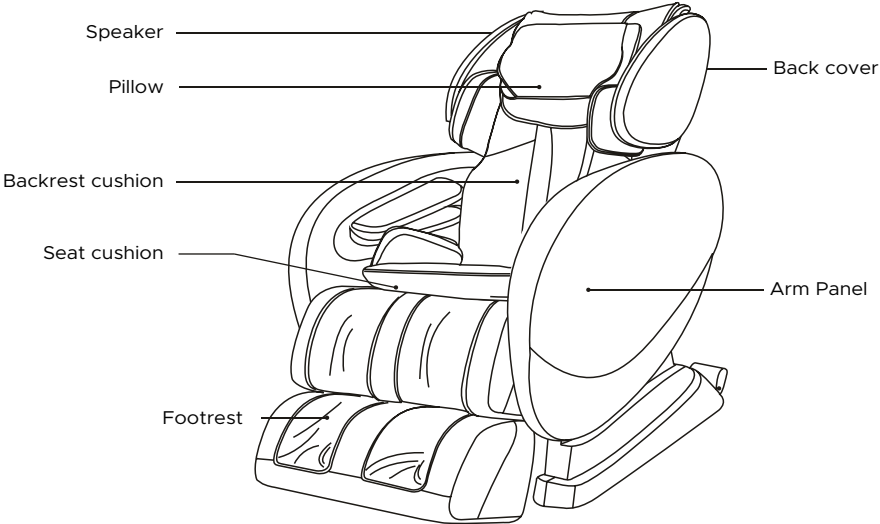


**User Manual**

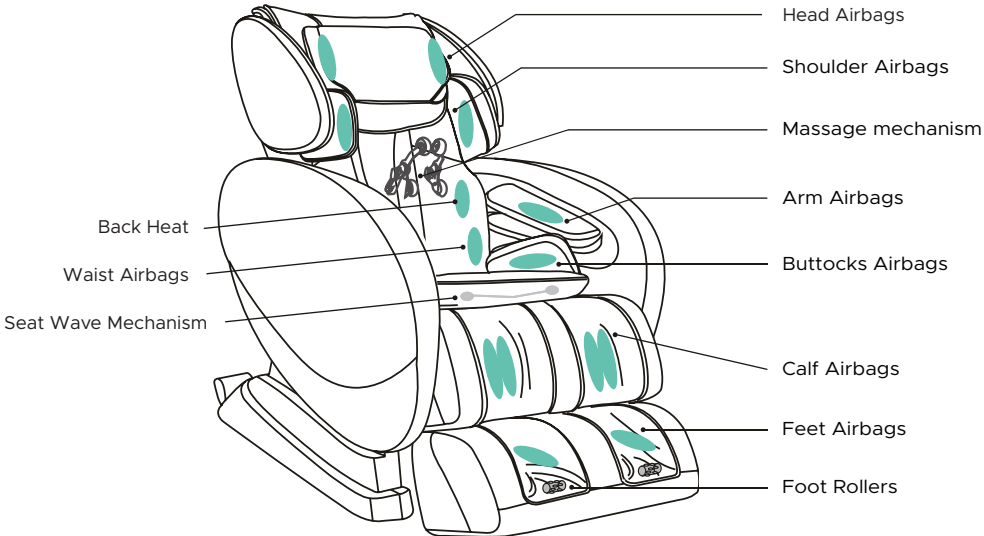
**IT-8500 PLUS**

# Your Chair

## External Structure



## Internal Structure



Welcome to

# INFINITY<sup>®</sup>

THE ULTIMATE MASSAGE 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](http://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, including all safety information, 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.**

## Warranty Registration

Register your product at [www.infinitymassagechairs.com/warranty](http://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

## Assembly Video

Before assembling your chair, watch an assembly video at: [www.infinitymassagechairs.com/assembly-tutorials](http://www.infinitymassagechairs.com/assembly-tutorials)

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 [#infinitymassagechairs](https://www.instagram.com/explore/tags/infinitymassagechairs)


# Chair Features

Truefit™ Body Scanning




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Lumbar heat



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Bluetooth®



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SootheMe™ Sound Therapy



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Demo Voice



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Changing Language



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Foot Reflexology Rollers




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Weightless Zero Gravity Recline



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Waist Twist Therapy



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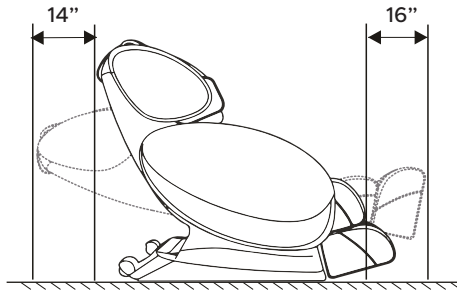
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# Before Getting Started

## Installation Site

### Clearance Space for the Chair

- 14" clearance for the recline of the backrest; 16" 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.



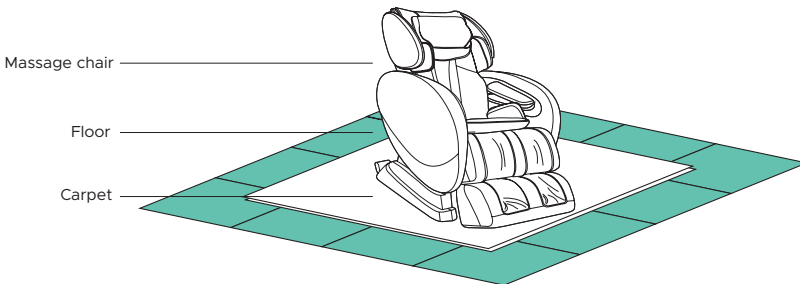
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- To avoid serious injury or death, before sliding chair forward or backward check to make sure area is clear of children, pets, or obstacles.

## Floor Protection

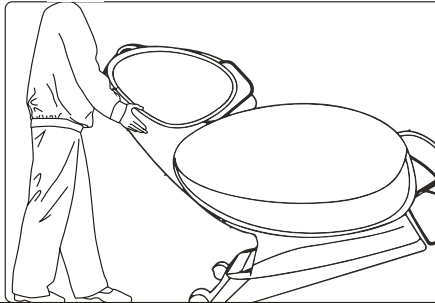
We recommend to place a piece of thin carpet or soft mat underneath it to avoid damaging the floor.



- 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.
- Chair is heavy. Use caution and get assistance when lifting to avoid injury. Do NOT lift chair by footrest or armrests to avoid damage to product.

## Connect to Power

Plug into a 110V grounded outlet.



### Grounding Instructions

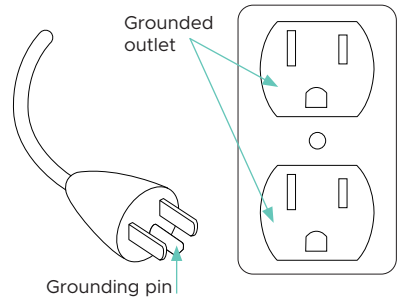
**WARNING** To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

**WARNING** – 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 will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120-V circuit and has a grounding plug that looks like the plug illustrated. 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.

### Earthing

This massage chair is a Class 1 electrical appliance. Make sure to use a grounded outlet to the grounded power supply circuit and a properly installed earth grounding rod with ground connection, to avoid electric shock.

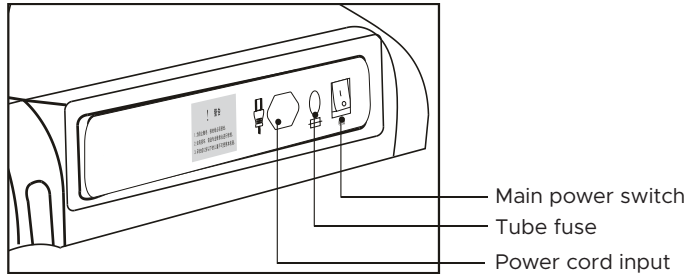


# Chair Setup

## Getting Comfortable

### Main Power Switch

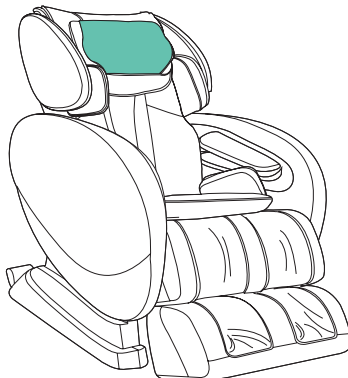
To power up the chair, flip the main power switch located on the back of the base of the chair to **ON**.



- To avoid possible damage to product or injury to unsupervised children, always turn off power switch and unplug massage chair from electrical outlet immediately after use.
- 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.



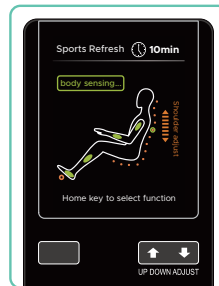
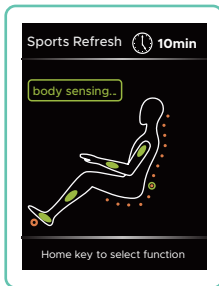


**Smart tip:** To increase intensity in the neck and shoulder region, flip the pillow or the pillow and pillow pad up so you lay directly on the seat backpack.

## Truefit™ Body Scanning

Select any auto program and press the **OK** button. 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 the **shoulder adjust prompt** to appear and then use the **Back Adjustment** buttons to move the massage rollers up or down for the perfect shoulder kneading position.



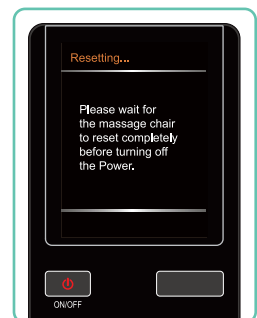
## Reduce the Intensity of your Massage - Manually

To make the massage less intense, you can **add the back pad** to the seat back of your chair, or you can also **fold down the neck rest** to provide more cushioning between you and the massage mechanism in the seat back. To make the foot rollers less intense, make sure the **foot pads** that came with the chair are inserted into the bottom of the footrest.

## 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.

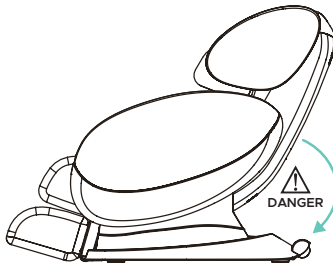
**WARNING!** Check to make sure children and pets are clear of chair **before** pressing on/off button to return chair to upright position. See next page for detailed hazard warnings.



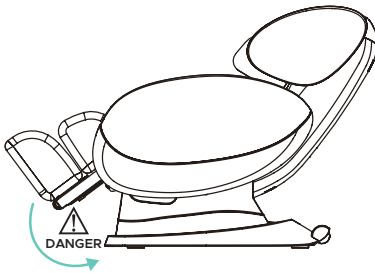
# Chair Entry & Exit

## Chair Entry and Exit Hazards

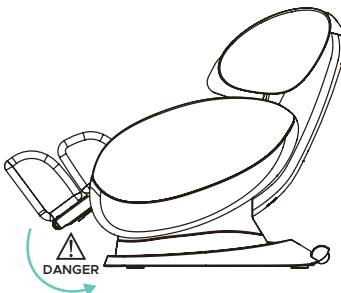
**WARNING!** The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined, small children or pets who have crawled under the leg rest may not be visible to the user and could be crushed when leg rest is lowered or when chair is returned to upright position. **To avoid serious injury or death, check these areas carefully before reclining, lowering leg rest, or returning chair to upright position.**



Make sure to check for children or pets **between the chair back and the base of the chair** before entering zero gravity recline.



Make sure to check for children or pets **underneath the footwell** before exiting zero gravity recline and returning to upright position.



Make sure to check for children or pets **between the footrest and the chair body** before lowering the legrest.

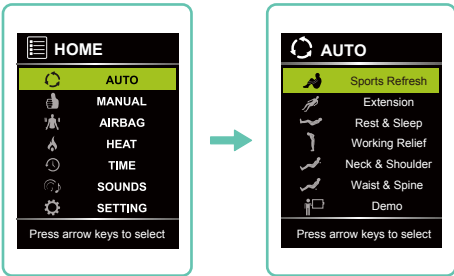


# Taking Control

## Auto Programs

Press **AUTO** to jump to the Auto Program menu. Select among 7 Auto Programs by navigating down to it, then select by hitting **OK**. 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.



<b>Sports Refresh</b>	
<b>Extension</b>	
<b>Rest &amp; Sleep</b>	
<b>Working Relief</b>	
<b>Neck &amp; Shoulder</b>	
<b>Waist &amp; Spine</b>	
<b>Demo</b>	

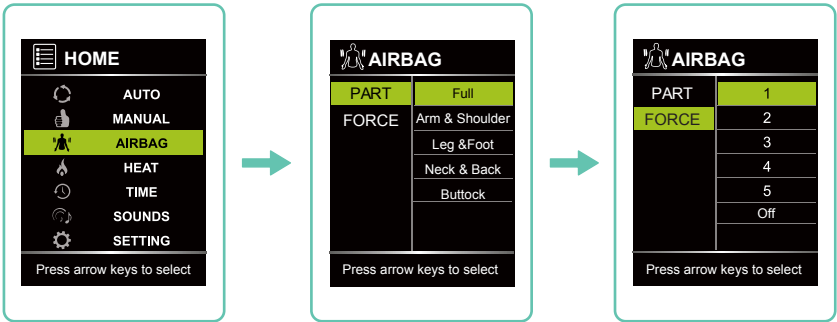
What for?	Description
Soothe muscles after sports activities and exercise.	Relaxes muscles and speeds up recovery time after intense exercise by promoting circulation.
This program is the best choice to relax tired muscles and increase physical vigor.	Inspired by Thai massage. The strong kneading and stretching functions effectively decompress the entire body.
Try this program as you prepare your body to rest for the night.	Kneads the entire body with a gradual lightening of intensity massage to relieve tired muscles.
This is a great program for people who work at a desk or travel a lot.	Performs a strong massage to ease muscles and recuperate the body.
This program relieves neck and shoulder pain	Selected neck & shoulder massage techniques for soothing pain and tension in the neck and shoulders.
To relieve lower back pain	Focuses on the lumbar vertebra with targeted massage to relieve tension in this area.
To gain a quick understanding of what each auto program has to offer.	A quick show of massage chair's features and functions. That can be accompanied by an explanatory voice over. The voice can be turned off and on in SOUNDS.

# Taking Control

## Airbag Massage

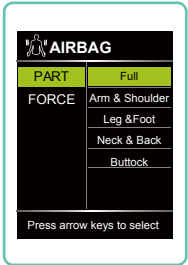
Press **AIRBAG** from Home display, press up or down button to navigate among **PART** and **FORCE**. Select by pressing **OK**.

**PART** allows you to select which airbags to use. Select Full for all airbags. Otherwise pick and choose amongst the other Parts to turn them on or off. You may select more than one Part. To turn off all Airbags, select any lit parts and hit OK to turn off. When no Parts are lit, all airbags are off.



## Airbag Region

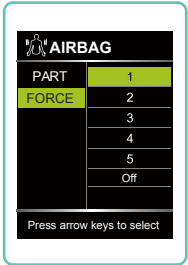
Navigate to **PART**, press right button, then use the up or down button to select your desired airbag region: Full, Arm & Shoulder, Back and Waist, Leg & Foot, Buttock. Press **OK** button to select the airbag region.



## Airbag Intensity

Navigate to **FORCE**, press right button, then use the up or down button to select your desired intensity: 1 = light, 5 = firm, or Off. Press **OK** button to select the airbag intensity.

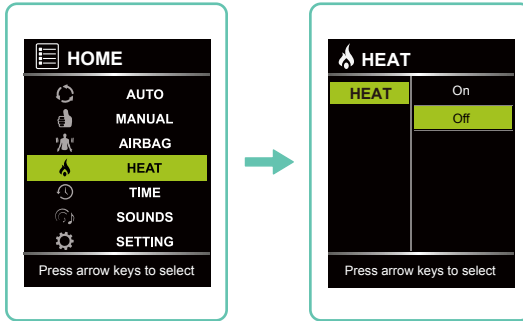
While the in-use screen is displayed during a massage program, press the **left or right button** to adjust the airbag intensity (this feature works in both Auto and Manual program).



**Smart tip:** Alternatively, you can adjust **Foot Roller Speed** by pressing the Foot Roller button on your remote control. Pressing this button will cycle through the 3 speeds, and then turn off.

## Back Heat

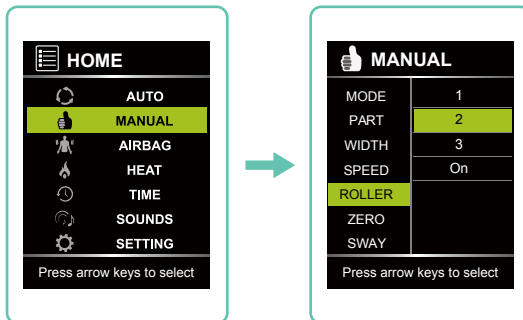
Press **HEAT** from Home display, press right button, then press up or down button to navigate to desired heat setting: On or Off. Press **OK** button to select the heat setting.



## Foot Reflexology Rollers

Select **MANUAL** from Home display, then press up or down button to navigate to **ROLLER**. Press right button, then use the up and down buttons to select your desired foot roller speed: 1 = slow, 2, 3 = fast, or OFF (deactivate foot roller). Press **OK** button to select the speed level you desire.

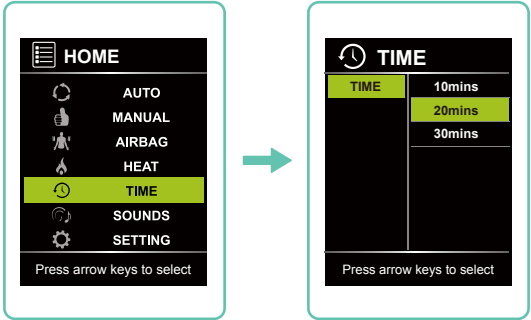
Alternatively, press the **Foot Roller** button on your remote control. Pressing this button will cycle you through the 3 different speed settings, and then turn the foot rollers off. Your current foot roller speed is displayed in the in-use screen.



# Set your Environment

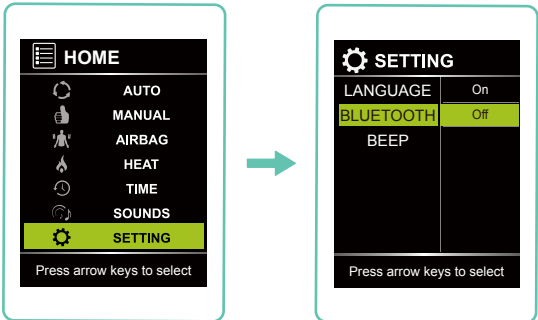
## Time

Select **TIME** from Home display, press right button, then press up or down button to select your desired timer: 10 minutes, 20 minutes, or 30 minutes. Press **OK** to select your desired message timer length. 20 minutes is the default setting.



## Bluetooth® Audio

Your massage chair includes Bluetooth® compatibility so you can play and enjoy your favorite music. To connect your Android or Apple device, press **SETTING** from Home display, then press up or down button to navigate to **BLUETOOTH**. Press right button, then press up or down button to select your desired Bluetooth® setting: On or Off. Press **OK** to select Bluetooth® setting.

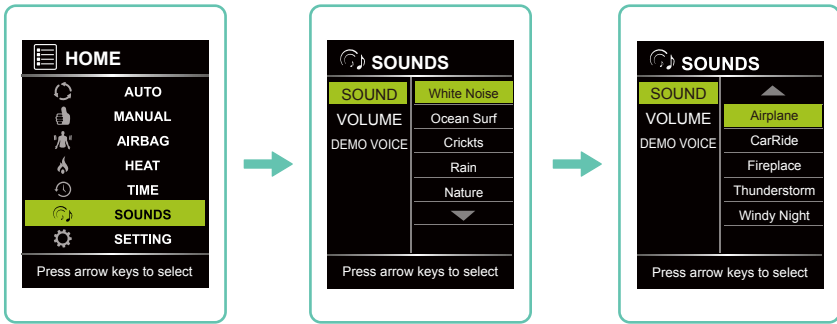




**Smart tip:** Bluetooth® must be **ON** for sounds to work. Make sure to go into **settings** and turn on **Bluetooth®** before attempting to listen to sounds.

## SootheMe™ Sound Therapy

Press **SOUNDS** from Home display, press right button then press up or down button to navigate among: **PLAY** and **VOLUME**. Press **OK** button to enter the sounds setting you desire to control.



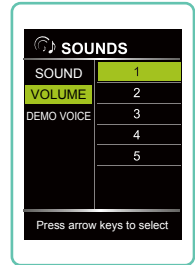
Sounds	What is it?
<b>White Noise</b>	A constant, even loop of pure white noise to mask out distractions
<b>Ocean Surf</b>	Soothing ocean waves rolling onto the shore
<b>Crickets</b>	Night time in the suburbs. Churping Crickets, water trickling from a pond, and faint traffic noises
<b>Rain</b>	Quiet, light, refreshing rain falling to the ground
<b>Nature</b>	Refreshing sounds of small birds peacefully singing along a tranquil stream.
<b>Air Plane</b>	A Cessna propeller airplane motor idling
<b>Car Ride</b>	Calming inner-city traffic featuring cars, trucks, and motorcycles
<b>Fireplace</b>	Crackling of fire in a fireplace
<b>Thunderstorm</b>	Heavy rainstorm with thunder
<b>Windy Night</b>	Heard from inside a cabin, a howling wind blows constantly outside

**Note:** Bluetooth must be **ON** for sounds to work.

# Set your Environment

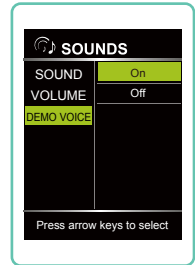
## Volume

Navigate to **VOLUME**, press right button, then press up or down button to select your desired volume setting: 1 (lowest), 2, 3, 4, 5 (highest). Press **OK** button to select the volume setting.



## Demo Voice

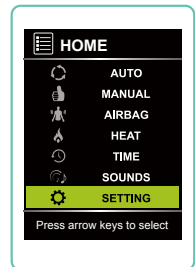
The Auto Program called **Demo** has a spoken word audio that plays through the speakers when active. To turn off this Demo Voice, Navigate to **DEMO VOICE** press right arrow and select Off then press **OK**. If you want to re-active the demo voice you may do so by selecting On. The Demo Voice is only available in English.



# Settings

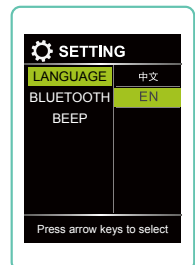
## Setting

Press **SETTING** from Home display, then use the up or down button to toggle between **Language**, **Bluetooth**, or **Beep**.



## Language

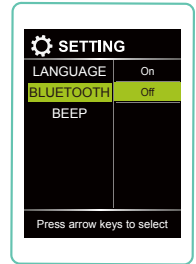
Navigate to **LANGUAGE**, press right button, then use the up or down button to select your desired language: ENGLISH or CHINESE. Press **OK** button to select language.



**Smart tip:** All settings listed below will be **memorized** when you turn off the massage chair.

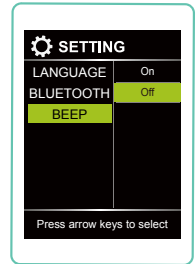
## Bluetooth® Audio

To connect your Android or Apple device, press **SETTING** from Home display, then press up or down button to navigate to **BLUETOOTH**. Press right button, then press up or down button to select your desired Bluetooth® setting: On or Off. Press **OK** to select bluetooth setting.



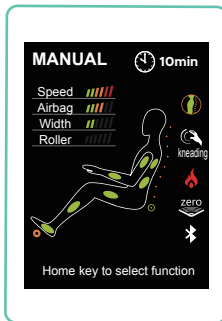
## Beep

The remote control provides an audible “beep” as feedback. You may turn this audible beep off. Navigate to **BEEP**, press right button, then use the down button to Off. Press **OK**. To restore the beeping, select On.

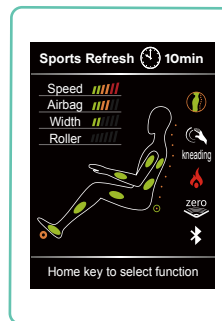


## Remote Control Screen Idle

Whilst running an Auto Program or Manual mode, the remote control screen will return to the in-use screen (as shown below) after 10 seconds of being idle.



Manual in-use screen



Auto Program in-use screen



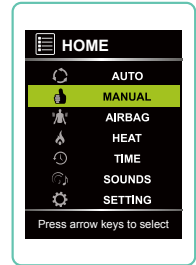
- Please do not spill water or other liquids on the controller in order to avoid key malfunctions and error codes.
- Please do not place heavy objects on the controller or power cord.

# Build your own

## Manual Programs

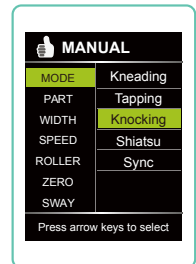
In Manual mode you can operate components of your massage chair individually or combine them to create unique massage scenarios.

Press **MANUAL** from Home display, press up or down button to navigate among: **MODE**, **PART**, **WIDTH**, **SPEED**, **ROLLER**, **ZEROG**, and **SWAY**.



## Back Massage Technique Mode

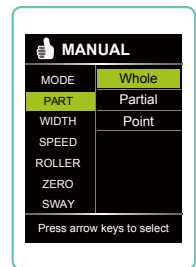
Navigate to **MODE**, press right button, then use the up or down button to select your desired mode: Kneading, Tapping, Knocking, Shiatsu, Sync. Press **OK** button to select mode.



## Massage Part (Back Region)

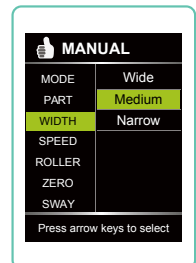
Navigate to **PART**, press right button, then use the up or down button to select your desired region: Whole, Partial, and Point massage. Press **OK** button to select region.

**Whole** travels the entire length of the track. **Partial** travels a short distance and reverses direction for focused relief. **Point** stops on the track for targeted relief. Partial and Point location can be fine tuned using the Back Adjustment arrow up or arrow down buttons



## Back Node Width

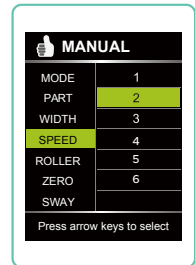
Navigate to **WIDTH**, press right button, then use the up or down button to select your desired width: Wide, Medium, and Narrow roller width. Press **OK** button to select mode. (Massage Width can't be adjusted when in Kneading, or Sync Manual modes).



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

## Massage Speed

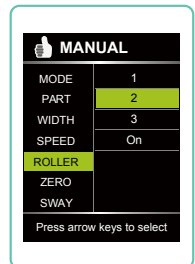
Navigate to **SPEED**, press right button, then use the up or down button to select your desired speed: 1 = slow, 6 = fast. Press **OK** button to select the speed. (Massage Speed can't be adjusted when in Shiatsu).



## Foot Reflexology Rollers

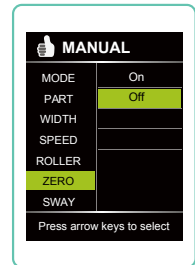
Navigate to **ROLLER**. Press right button, then use the up and down buttons to select your desired foot roller speed: 1 = slow, 2, 3 = fast, or OFF (deactivate foot roller). Press **OK** button to select the speed level you desire.

Alternatively, press the **Foot Roller** button on your remote control. Pressing this button will cycle you through the 3 different speed settings, and then turn the foot rollers off. Your current foot roller speed is displayed in the in-use screen.



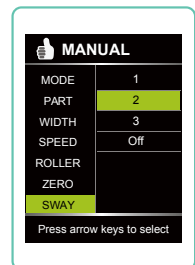
## Weightless Zero Gravity Recline

Zero Gravity mode will recline the back and elevate the feet to reduce the gravitational force on your spine. Navigate to **ZERO**, press right button, then use the up or down button to select your desired Zero Gravity setting: On or Off. Press **OK** button to select the setting.



## Waist Twist Therapy

Wave provides a twisting motion at the hips to enhance the effectiveness of the massage. You can control the speed or turn off this feature. Navigate to **SWAY**, press right button, then use the up or down button to select your desired seat wave speed: 1 = slow, 2, 3 = fast, or Off (deactivate wave massage). Press **OK** button to select the wave speed.



# Staying Safe

## SAFETY INFORMATION

To ensure safe use of the massage chair and avoid injury or unsafe conditions, please read and follow all instructions before using product.

### WARNING

#### USE NOT RECOMMENDED FOR CERTAIN PERSONS

Use of massage chair may not be safe or suitable for persons with certain medical conditions and could cause serious injury or death in some circumstances. If you have any of the following conditions, please consult a physician before using the massage chair:

- Use of implanted electronic medical devices (such as a cardiac pacemaker)
- Pregnancy
- Cancer, malignant tumors, or other growths
- Osteoporosis or spinal fracture
- Other fractures or musculoskeletal injuries
- Loss of or reduced sensitivity to heat
- Implanted medical fixation devices such as rods, pins, etc.
- Recent surgery or sutures
- Skin diseases or skin injury
- High fever
- Certain pulmonary or breathing conditions
- Impaired circulation

### WARNING

To avoid possible death or serious injury to user or others, please read and follow these instructions:

### WARNING

- **The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined, small children or pets who have crawled under the leg rest may not be visible to the user and could be crushed when leg rest is lowered or when chair is returned to upright position. To avoid serious injury or death, check these areas carefully before reclining, lowering leg rest, or returning chair to upright position.**
- **Chair should not be used by children under age 14.** Small children could be trapped or injured by airbags, heating mechanism, or moving parts. When chair is not in use, unplug unit and secure chair so that children cannot accidentally power on and operate chair.
- Children over age 14, persons with reduced physical, sensory, or mental capabilities, and elderly or frail persons should exercise caution and use massage chair only when supervised or assisted by a person over 16 years of age.
- Chair has a heated surface and could cause burns, particularly in persons with reduced sensitivity to heat. Such persons should use the chair only after consulting with a physician and should use extreme caution during any physician-approved use.

## CAUTION

To avoid the risk of minor injury or discomfort, or damage to the massage chair or other property, please read and follow these instructions for safe use of massage chair:

### CAUTION

- Do not stand or stack heavy objects on footrest.
- Do not operate heating features of chair while under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- To avoid pinching or crushing, please do not place body parts, especially fingers and toes, between parts of chair and keep clear of moving parts.
- To avoid overheating, injury or discomfort from overuse, do not fall asleep while using massage chair and do not use for extended periods of time (longer than 20 minutes).
- Avoid use while under the influence of alcohol, medications or other substances that may cause drowsiness, disorientation, or impairment of judgment or motor skills.
- Do not use the massage chair right after a meal, as it may cause discomfort.
- If you feel any abnormal discomfort during the operation of the massage chair, turn off the power immediately and discontinue use.
- Do not use this appliance when ambient temperature is over 40 C (104 F).
- 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, dust and the like.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Place the product on a flat, level floor to reduce risk of tipping or overturning.
- Do not use or store near heat or open flame.
- Intended 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.
- Massage chair intended only for use by one person. Do not use by two or more persons at the same time to avoid damage to the product.
- Do not allow children to stand, jump, or play on or around massage chair, even when it is not powered on or in use.
- Remove personal accessories from arms and empty pockets while using the massage features of the chair.
- Check the upholstery under the cushions and other spots for damage or loose objects that may cause injury or damage chair while operating. If any damage is present, do not use the massage chair and refer to a qualified service professional for servicing.
- To avoid damage to chair, walls, or other objects, make sure there are no obstacles behind the chair and there is enough clearance before adjusting the backrest or leg rest angle.
- Please be seated properly while using the product.
- To avoid damage to chair or floors, do not drag or push the chair or roll its casters on wood floor or carpet. See instructions on p.6 for safely moving chair.
- If massage chair is not working properly, has been dropped or damaged, or has been dropped into water or exposed to flooding, return the appliance to a service center for examination and repair before attempting to use.
- Do not drop or insert any object into any openings in chair.

# Staying Safe

## WARNING

**Read and follow these instructions concerning safe use of the power cord and power unit to avoid possible electric shock, fire hazard, use of chair by and injury to unattended children, or damage to chair or other property.**

### WARNING

- To avoid risk of electric shock, connect this unit to a properly grounded outlet only. See Grounding Instructions on pg. 7.
- Always unplug massage chair from the electrical outlet immediately after use and before cleaning. An appliance should never be left unattended when plugged in. To disconnect, turn all controls to the off position, then remove plug from outlet.
- Do not use massage chair and unplug from outlet during thunder or lightning storms, and before putting on or taking off parts.
- To ensure safe operation, power must be supplied only at standard 110 voltage, to the specifications of the appliance. Confirm that the power voltage stated on the rating label corresponds to your local electricity supply.
- The massage chair should be used only with the power supply unit provided. Do not use with any other power source.
- Do not use a wet or damp hand to unplug the cord to avoid electric shock.
- Do not pull on the power cord to unplug. Grip by plastic end nearest outlet to unplug power cord.
- Do not squeeze, over bend, pull hard, or twist the power cord.
- Keep the power cord away from heated surfaces.
- Do not carry or drag the chair by power cord or use cord as a handle.
- If there is any smoke or unusual smell while using massage chair, stop using immediately and unplug the power cord.
- Never operate the chair if it has a damaged power cord or plug. If the power cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person to avoid a hazard.

**Do not disassemble, dismantle or attempt to repair massage chair. Such actions, as well as misuse of product, may cause damage to or failure of massage chair and may void the manufacturer's warranty. For repairs, please contact an authorized dealer or repair agent at 603-910-5000. For additional details concerning terms, conditions and limitations of warranty, see <https://infinitymassagechairs.com/warranty-info>.**



# Fixing Issues

## Specifications

Model	IT8500 Plus
Dimension of Main Body (in)	59 x 36 x 46 (L x W x H)
Necessary Clearance to Wall (in)	14"
Net Weight (lbs)	282
Shipping Weight (lbs)	349
Max. User Weight (lbs)	300
Voltage	110V
Fuse	3.15 AMP
Power Consumption	240W
Safety Standards	Type 1

## 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"> <li>- The power cord is not secured into the socket</li> <li>- Not switched ON</li> <li>- The fuse is blown</li> </ul>	<ul style="list-style-type: none"> <li>- Insert the power plug properly into the power socket</li> <li>- Turn on the switch found on chair side. Then push power button on remote</li> <li>- Replace only with a fuse of same type and rating</li> </ul>
3	No music comes from the speaker	The volume is turned to the lowest setting	Adjust the speaker volume from the mobile device. Make sure Bluetooth setting on chair and phone are both ON
4	Backrest or footrest can not raise or recline	Excessive load has been pressed on the backrest or legrest	Reduce the load and try again
5	Airbag malfunction	The air hose is blocked	Straight the air hose and clearout the blockage
6	Nature sounds are not playing	Bluetooth is OFF	Make sure Bluetooth is set to ON

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

# Fixing Issues

## 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 body the Pillow and Pillow pad to reduce upper body intensity
2. Use the back pad that came with your chair to reduce back intensity
3. Use the foot bed pads that came with your chair
4. Go into Airbag on the main menu, select air intensity setting 1
  - If a specific airbag is too intense, turn off Full and turn only the airbags you want
5. Press the foot roller button until you feel the foot rollers turn off
6. 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:** Turn off foot rollers, press the Foot Roller button on your remote control until the rollers stop. You may also want to turn off the Foot/Calf airbags or reduce the air intensity to level 1. Finally make sure the foot pads are inserted into the foot beds on the foot rest.

### **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: Nature sounds are not working on my chair**

**A:** Go to Bluetooth under Settings and make sure it is set to On. Then go to Volume under Sounds and make sure it is not set on OFF, 1 or 2.

### **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](http://www.infinitymassagechairs.com)



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