

# INFINITY<sup>®</sup>

## MASSAGE CHAIRS



User Manual

IT-9810  
MASSAGE CHAIR

Welcome to

# INFINITY®

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



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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)

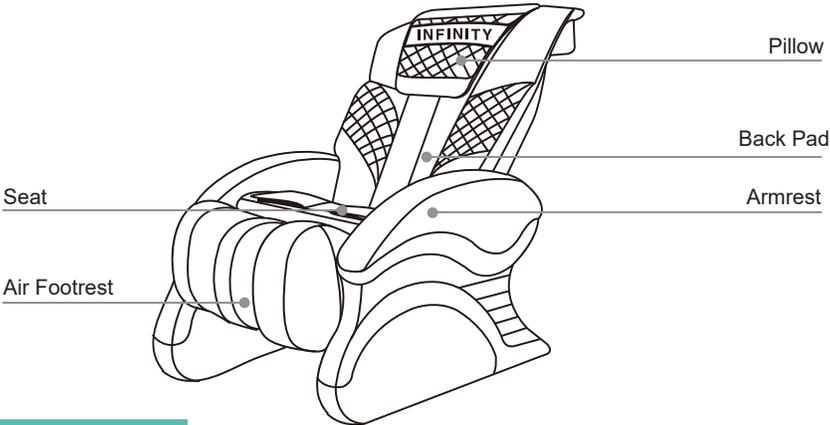
# Table of Contents

Your Chair	1-5
Move Methods	6
Grounding instructions	7
Taking Control	8
Function Description	9-12
Footrest Extention	13
Staying Safe	14-16
Fixing Issues	17-18
Troubleshooting and Safety	19
Product Specifications	20

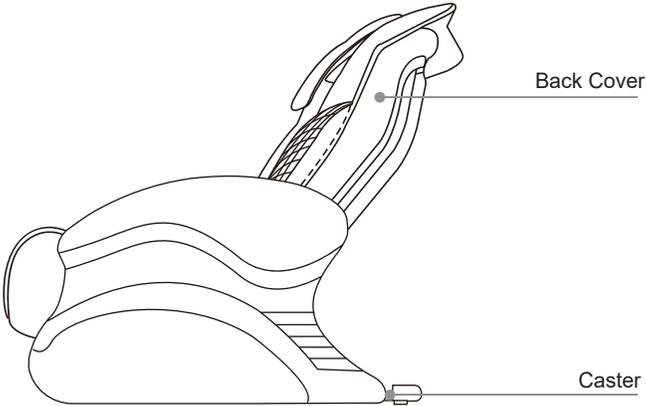
# Your Chair

## External Structure

### Front View



### Side View



# Your Chair

## External Structure

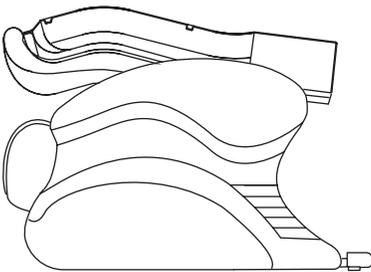
1

### Step 1:

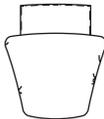
Prior to assembly, carefully unpack all box contents. Check box contents to the detail below. Make sure all contents are accounted for.

If anything is missing, please contact INFINITY at 603-910-5000. Do not return to the place of purchase.

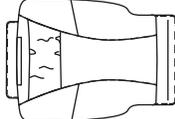
Box 1:  
Chair Body & Power Cord



Chair Body



Head Pillow



Back Pad



Power Cord



INFINITY  
Assembly Guide  
Aura® Pro  
Massage Chair

INFINITY  
Quick Start Guide  
Aura® Pro  
Massage Chair

INFINITY  
MESSAGE CHAIR  
User Manual  
Aura® Pro  
Massage Chair

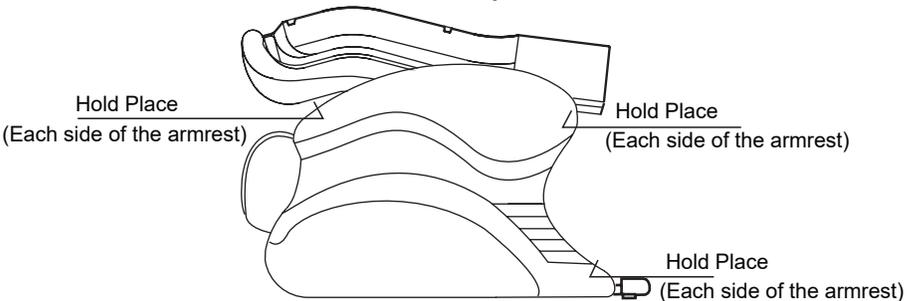
# Your Chair

## External Structure

2

### Step 2 : Setting up the Massage Chair

- Remove the chair from carton box.
- 2 or more persons are needed to lift up the chair, according to the holding areas shown in the diagram below.



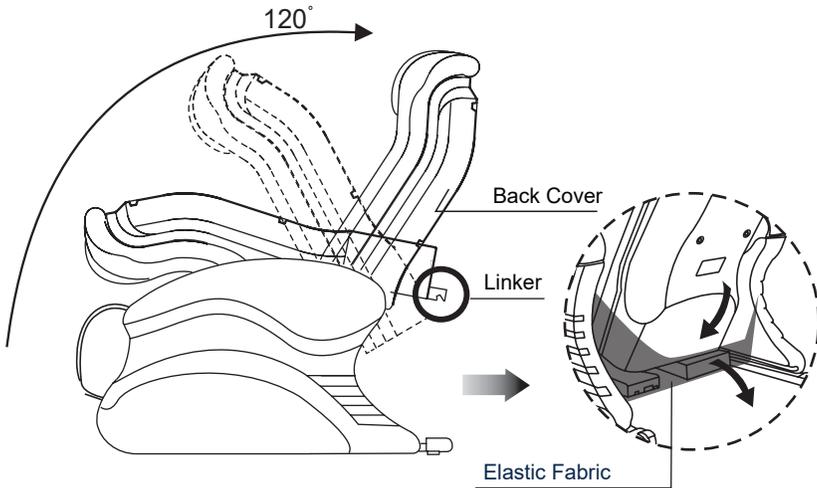
# Your Chair

## External Structure

3

### Step 3 : Setting up the Massage Chair

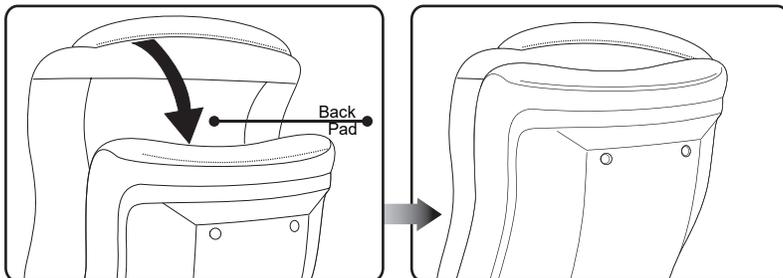
- When the massage chair is removed from the carton box, raise the backrest.
- Raise the backrest to approx. 120°, until a “CLICK” Sound is heard, to fix the backrest into position
- When raising the backrest, please pull the elastic fabric upward to cover the whole back cover until reaching the required position as shown in the below picture.



4

### Step 4 : Setting up the Back Pad

- Place the back pad at the position where the zipper is on the backrest and zip up.



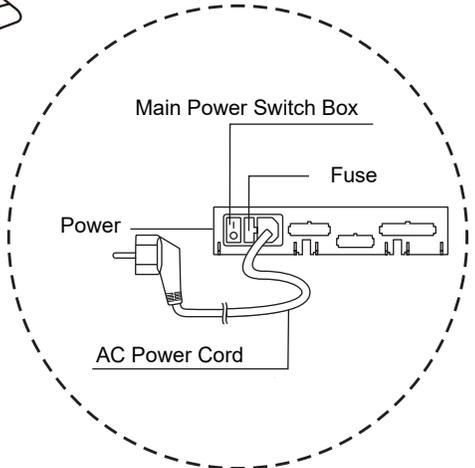
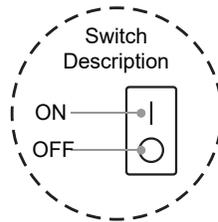
# Your Chair

## External Structure

5

### Step 5: Set Up Completed

- Connect the cords and turn on the power, then you are ready to experience a relaxed and healthy massage.
- ※ If the chair does not respond after plugging in the power cord, please make sure the power switch is on , located at the left rear bottom of the chair.
- ※ Caution: The front and rear of the chair must be cleared from obstructions in order to protect the chair from damage.



# Move Methods

## Step 1

- Step on the caster, and handle the chair with two hands on top of the Backrest.



## Step 2

- Tilt the chair backwards so that it is resting on the two caster wheels, and then push the chair forward. Please handle with care when putting the chair back onto the floor, dropping the chair could cause damage.

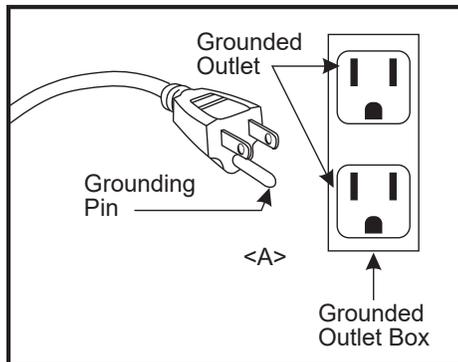


# Grounding instructions

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.

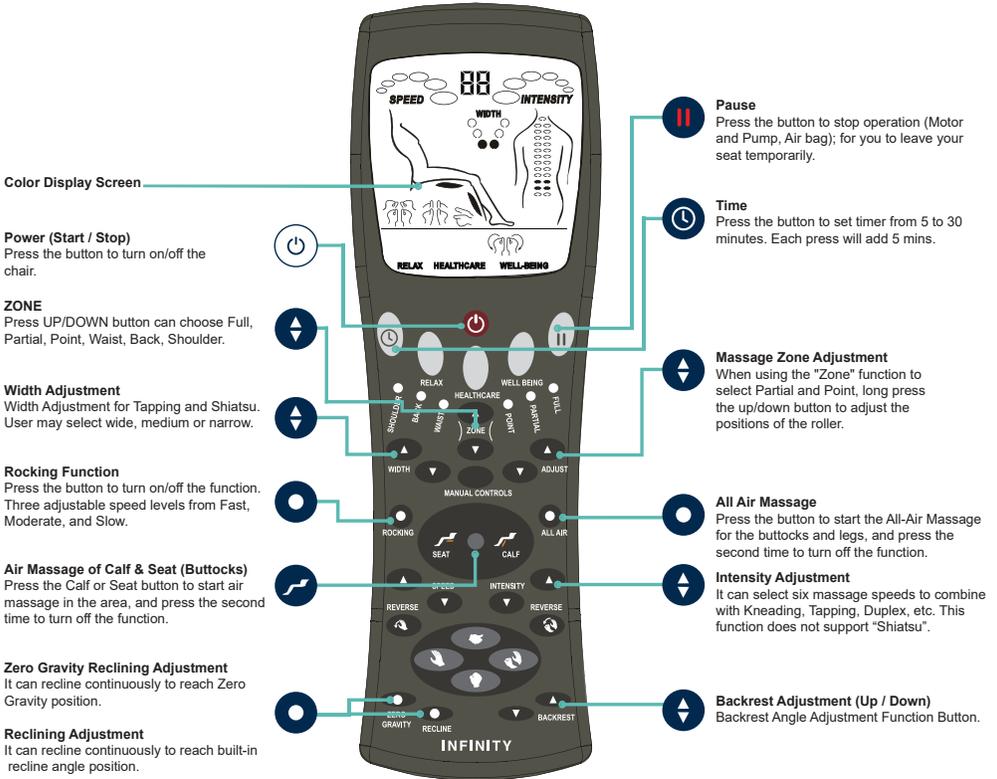
**DANGER** Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product—if it will not connect to outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal  $120_{(UL/CUL)}$   $220\sim 240_{(CE)}$  -volt circuit and has a grounding plug that looks like the plug illustrated in sketch A in the figure below. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.



# Taking Control

## Remote Control Layout



# Function Description

## Basic Function



POWER

### Power (Start / Stop)

Press this button to turn on/off the chair. The LCD screen shows “ 15 ” with six flashing lights when activated. Press the button during operation will deactivate the chair and the chair will return to upright position.



PAUSE

### Pause

Press the button to stop operation (Motor and Pump, Air bag); for you to leave your seat temporarily. Press again to restore the massage function.



TIMER

### Timer

Press the button to set timer from 5 to 30 minutes. Each press will add 5 mins. This function can be used in any manual massage function sch as: Kneading, Shiatsu...etc.

※ The Timer cannot be adjusted when using the Auto Program.



ZERO  
GRAVITY

### Zero Gravity Position Adjustment

Press “ DOWN ” to recline continuously to reach Zero Gravity position. When you find a comfortable position you can press any button to stop the reclining. Press again will return to the position.



RECLINE

### Reclining Adjustment

It can recline continuously to reach built-in recline angle position. When you find a comfortable position, you can press any button to stop the reclining. Press again will return to the position.



BACKREST

### Backrest Adjustment (Up / Down)

Backrest Adjustment (Up / Down)

-Long press  can make Backrest up to the angle you want, release the button to stop the operation.

-Long press  can make Backrest down to the angle you want, release the button to stop the operation.

-Double-press  or  for continuous action, the footrest will be up/down at the same time with the movement of the backrest, press again will stop the operation.

**NOTE:** Zero gravity, recline, and backrest adjustments can be used normally when the controller is not powered on.

# Function Description

## Auto Programs

The chair features 3 built-in Auto Programs, while using the auto program the chip will switch automatically and activate combinations of massage functions.



HEALTHCARE

### Auto Program: HEALTH CARE / WELL BEING/ RELAX

Press the button to turn on/off the Auto Program.

The chair activates shoulder detection to locate the acupuncture of the users. After detection, the massage is executed based on those points. All massage program also switches width and speed automatically.



WELL BEING

Above the “shoulder” detection point, width adjustment is not available with Shiatsu and Tapping functions. The massage rollers according to the detection point automatically adjust to “narrow” for the user to reach the most comfortable massage. The program preset time is displayed via the LCD, and enter the countdown and function display. (See LCD features)



RELAX

**NOTE 1:** While using the above Auto Programs, all keys will be locked; except for the Power, Pause, Rocking, Zero Gravity, Recline, Backrest Recline can be adjusted.

**NOTE 2:** While using the above Auto Programs, it can be switched with manual functions such as kneading, shiatsu...etc. back massage functions, and the massage time will be recalculated.



ROCKING

### Rocking Function

Press the button to turn on/off the function.

The preset time is 15 minutes. Three adjustable speed levels from Fast, Moderate, and Slow, each press will cycle the setting. When adjust the Rocking speed, the number of segments will be displayed in the Timer of the LCD screen, and it will jump back to the Timer display about 2 seconds. Timer is adjustable from 5 min to 30 min.

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## Air Massage



### Air Massage of Calf & Seat (Buttocks)

Press the Calf or Seat button to start air massage in the area, and press the second time to turn off the function.



ALL AIR

### All Air Massage

Press the button to start the All-Air Massage for the buttocks and legs, and press the second time to turn off the function.

# Function Description

## Back Massage



KNEADING

### KNEADING

Press the button to turn on/off the function.  
Press “ZONE” button to massage selected areas.  
Timer is adjustable from 5 min to 30 min.



SHIATSU

### SHIATSU

Press the button to turn on/off the function.  
Press “ZONE” button to massage selected areas. (“Point” is not available) When use “Width Adjustment” to adjust point, above the shoulder, the width adjusts to “Narrow” automatically and cannot be adjusted. Timer is adjustable from 5 min to 30 min.  
※ When the massage area is: SHOULDER/BACK/WAIST/FULL, you can press the “Massage Zone Adjustment” up or down button to stop.  
And you can long press the “Massage Zone Adjustment” up or down buttons to select the position where the massage wheel stops.



DUPLEX

### DUPLEX

Press the button to turn on/off the function.  
Press “ZONE” button to massages selected areas.  
Timer is adjustable from 5 min to 30 min.



TAPPING

### TAPPING

Press the button to turn on/off the function.  
Press “ZONE” button to massage selected areas. When use “Width Adjustment” to adjust points, above the shoulder, the width adjusts to “Narrow” automatically and cannot be adjusted. Timer is adjustable from 5 min to 30 min.



INVERSE  
KNEADING

### INVERSE KNEADING

Press the button to turn on/off the function.  
Press “ZONE” button to massage selected areas.  
Timer is adjustable from 5 min to 30 min.



INVERSE  
DUPLEX

### INVERSE DUPLEX

Press the button to turn on/off the function.  
Press “ZONE” button to massage selected areas.  
Timer is adjustable from 5 min to 30 min.

**NOTE 1:** When using the above functions, you can adjust related settings:

- Roller Width Adjustment
- Roller Intensity Adjustment
- Roller Speed Adjustment
- Massage Position Adjustment
- Backrest Recline Adjustment  
(Zero Gravity, Recline, Rocking, Backrest Recline)

**NOTE 2:** While the above Programs are in use may also activate the following functions:•Air Pressure Massage (Calf, Seat)

# Function Description



## Massage Function Adjustment



### ZONE

Press UP/DOWN button can choose "Shoulder", "Back", "Waist", "Point", "Partial" "Full". Press "UP", selection order is anticlockwise:

Shoulder → Back → Waist → Point → Partial → Full ◦

Press "DOWN", selection order is clockwise:

Full → Partial → Point → Waist → Back → Shoulder ◦

The preset time is 15 minutes. (Press "Timer" can select 5-30 min.) The LCD screen will start countdown and display functions while showing 15 minutes.

The lighting LED indicates the selected massage parts. which can be collocated with kneading, shiatsu, tapping, duplex, air pressure massage, backrest adjustment...etc.

※ During "Shiatsu", cannot select "Point".



MANUAL  
CONTROLS

### Manual Controls

Press this button to select the massage functions in order:

Inverse Kneading → Kneading → Shiatsu → Tapping → Duplex → Inverse Duplex.

The selected massage function pattern will be displayed on the screen, and it will be executed 2 seconds after selection. (See LCD features)



WIDTH

### Width Adjustment

Width Adjustment for Tapping and Shiatsu. User may select wide, medium or narrow. This function can only be used with Shiatsu, Tapping. Other massage functions are not supported.

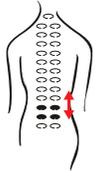
※ This adjustment of Width is not available in Auto Program and when the rollers reach the upper shoulder.



ADJUST

### Message Zone Adjustment

When using the "Zone" function to select "Partial" and "Point", long press the up/down button to adjust the positions of the roller. (See LCD features)



INTENSITY

### Intensity Control

Press the up/down button to adjust the massage intensity, it can select six massage speeds to combine with Kneading, Tapping, Duplex, etc. This function does not support "Shiatsu".

When using "Auto Program" the massage intensity will be displayed according to the program (See LCD features)



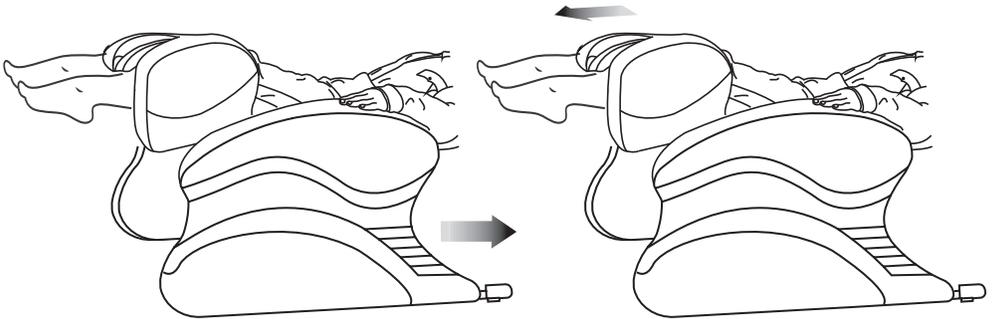
SPEED

### Speed Adjustment

Press the up/down button to adjust the speed of the massage rollers elevation, you can choose 6 segments to adjust, each press will increase or decrease one segment. The speed will be displayed on the LCD screen. (See LCD features) When the massage area is set to "Point", all back massage functions cannot adjust the speed.

NOTE :Width Adjustment, Message Zone Adjustment, Intensity Adjustment, Speed Adjustment cannot be used when "Auto Program" is executed.

# Footrest Extension



## INSTRUCTION

1. Apply gentle pressure to the footrest for a maximum of 4 in of flexibility. Users can adjust according to individual height for best effect.
2. DO NOT put hands in between Seat Pad and Footrest or underneath.

# 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.7 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.
- 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

## 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	<ul style="list-style-type: none"> <li>- Streaming device volume needs to be turned up.</li> <li>- Volume in Setting needs to be turned up.</li> </ul>	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

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

## Specifications

Model	Aura Pro
Dimension of Main Body (in )	51 x 29.5 x 49 (L x W x H)
Necessary Clearance to Wall (in )	5"
Net Weight (lbs )	198
Shipping Weight (lbs)	229
Max. User Weight (lbs)	300
Voltage	120V 60HZ
Fuse	1.25A
Power Consumption	150W
Safety Standards	Type 1

# 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. Press MENU button on remote control. Select Air Massage from Menu display, use the up or down button to navigate to Air Intensity, press right button, then use the up or down button to navigate to level 1. Press OK to select. - If a specific airbag is too intense, turn off full body and turn on only the airbags you want. 2. 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 MENU button on remote control. Select Manual Program from Menu display, then use the up or down to navigate to Foot Rollers, press right button, then use the up or down button to select Off. Press OK button to confirm. Alternatively, press the foot roller button on the remote control. You may also want to turn off the Legs or Feet airbags or 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](http://www.infinitymassagechairs.com)

# Troubleshooting and Safety

If the chair is performing abnormal, making noise or can't be operated, please unplug first and call our service department.

STATUS	POSSIBLE REASON
<ul style="list-style-type: none"> <li>· Unable to adjust Roller Width</li> </ul>	<ul style="list-style-type: none"> <li>· The Width can't be adjusted when Roller reaches above shoulder, due to the Shoulder Detection feature.</li> </ul>
<ul style="list-style-type: none"> <li>· The chair can't be operated</li> <li>· Remote control LCD show "ER" along with LED indicator.</li> </ul>	<ul style="list-style-type: none"> <li>· Check if plugged firmly.</li> <li>· Is the power on ?</li> <li>· Ensure the Roller returns to initial position, then restart the chair.</li> <li>· Massage chair malfunction, please turn off main power(P5), await 30 seconds and then turn on the chair.</li> <li>· If "ER" shows again, please note down the number, and call our service department.</li> </ul>
<ul style="list-style-type: none"> <li>· Check below if rocking feature is in malfunction</li> </ul>	<ul style="list-style-type: none"> <li>· Plug is well attached.</li> <li>· Power button is on.</li> <li>· If the rocking feature is still not activated, please contact us and we will provide further assistance.</li> </ul>
<p>Chair Noise· Friction noise from the back under Kneading or Dual Function· Noise from the back while Tapping</p>	<ul style="list-style-type: none"> <li>· These are normal sounds made from components. If noise is excessive, call our service dept.</li> </ul>

\* DO NOT use the chair if the Back Pad is flipped over or torn.

# Product Specifications

- Product Name : IT-9810
- Model Number : 19810111
- Voltage : 110~120Vac,60Hz
- Max. Consumption : 150W
- Timer Range : 5-30 minutes
- Product size : Almost 120X90X112 /cm
- Weight : About 70Kgs



# Warranty

This Infinity Massage Chairs is protected by Infinity's 5 Year U.S Residential Limited Warranty.  
For more information, scan the QR code below and click on the Infinity Care Residential Warranty tab.



**INFINITY®**

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