

# INFINITY<sup>®</sup>

## MASSAGE CHAIRS

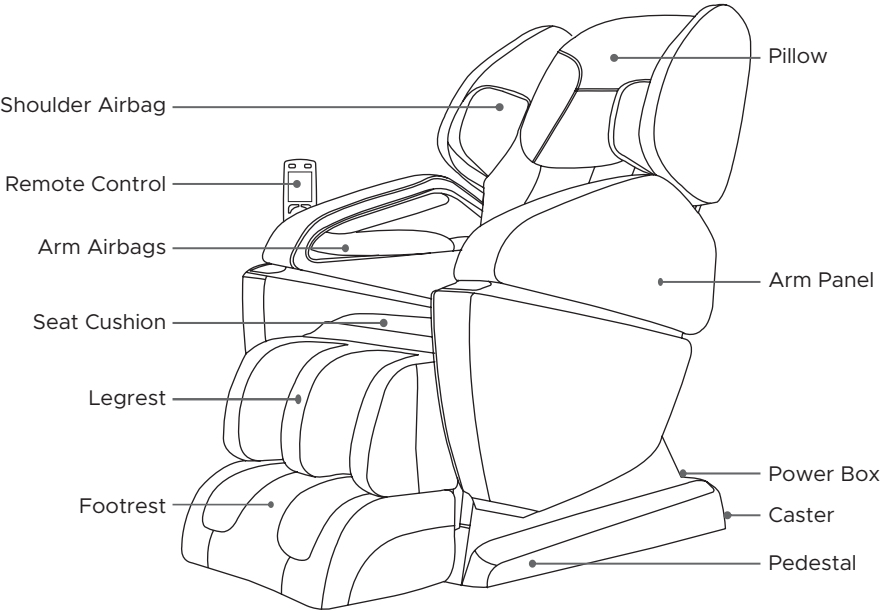


**User Manual**

PRELUDE

# Your Chair

## External 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 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](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



@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**

Truefit™ Body  
Scanning



See page 9

Lumbar heat



See page 12

Airbag Control



See page 12

Manual Massage  
Customization



See page 16

Reflexology  
Foot Rollers



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Zero Gravity



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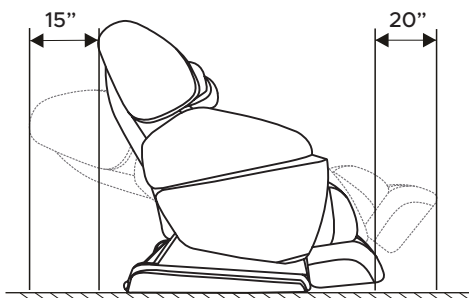
## Product Warranty

# 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.



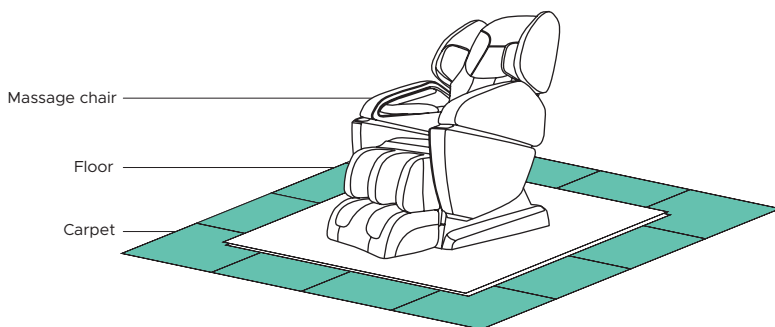
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

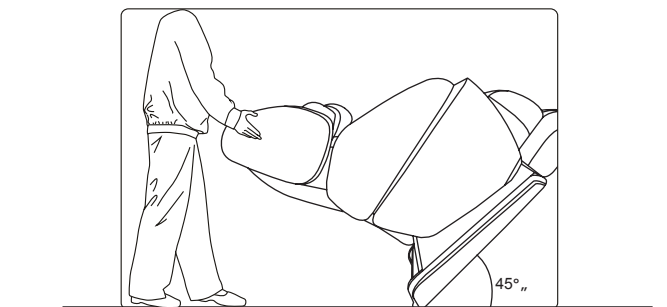
We recommend to place a piece of thin carpet or soft mat underneath it to avoid damaging the floor.



- Do not use the massage chair in high moisture environment such as near a 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.



### WARNING

#### Grounding Instructions

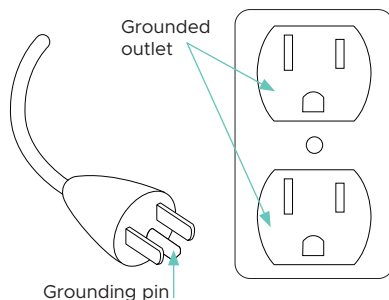
To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

**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.

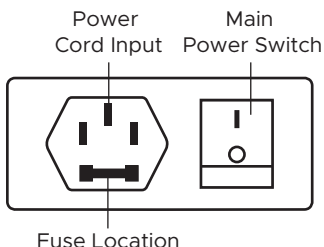


# Chair Setup

## Getting Comfortable

### Main Power Switch

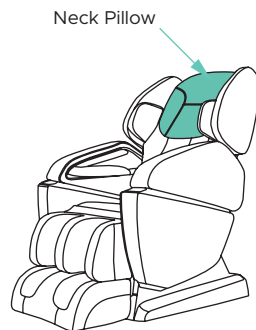
To power up the chair, flip the main power switch located on the back of the base of the chair to **ON**.



- 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.



### Truefit™ 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.



**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.

## 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.

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

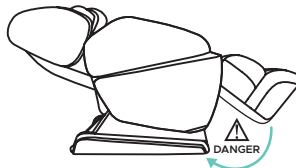


## Chair Entry and Exit Hazards

**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 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	Quick
Full Body	I - Full Body
Recover	II - Recover
Focus	III - Focus
Relax	IV - Relax
All Air	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

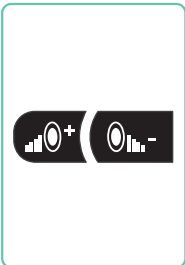
Press the **AIR ZONE** button on your remote control to select your desired airbag massage zone.

- 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.



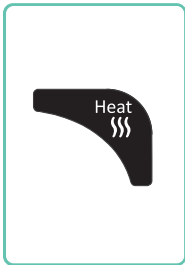
## Airbag Intensity

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**.

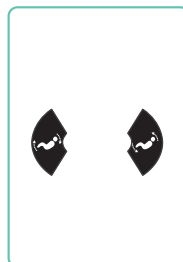
## Reflexology Foot Rollers

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.



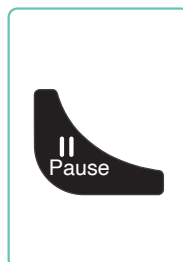
## Adjusting the Footrest

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.

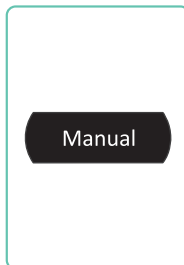
Press the **MANUAL** button on your remote control to toggle between massage techniques: **KNEADING**, **KNOCKING**, **KNEADING & KNOCKING**, **TAPPING**, and **SHIATSU**.



## Back Massage Technique Mode

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

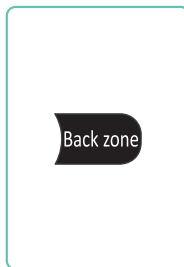
Press button **once** for Kneading.  
Press button **twice** for Knocking.  
Press button **three** times for Kneading & Knocking.  
Press button **four** times for Tapping.  
Press button **five** times for Shiatsu.



## 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.

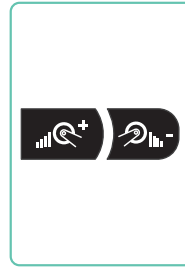




**Smart tip:** Massage **Width** can't be adjusted when in Kneading, or Sync mode techniques. Massage **Speed** can't be adjusted when in Shiatsu.

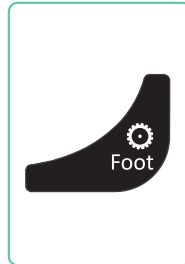
## Massage Speed

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



## Reflexology 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.



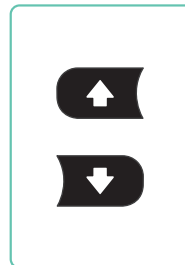
## Zero Gravity

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 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 264 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. 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

## 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	<div>- The power cord is not secured into the socket</div> <div>- Not switched ON</div> <div>- The fuse is blown</div>	<div>- Insert the power plug properly into the power socket</div> <div>- Turn on the switch found on chair side. Then push power button on remote</div> <div>- Replace only with a fuse of same type and rating</div>
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 you cooperation

## 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	0.83A
Power Consumption	100W
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. 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](http://www.infinitymassagechairs.com)

# Product **Warranty**



SCAN CODE

For the most current Warranty information please visit:  
**[www.infinitymassagechairs.com/warranty](http://www.infinitymassagechairs.com/warranty)**

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

# INFINITY®

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Version 2.3