

# INFINITY<sup>®</sup>

## MASSAGE CHAIRS



### User Manual

THE RESTORA CHAIR<sup>™</sup>

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.



### 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.



@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)

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Warning! Read important safety information found on page 19 before using or operating chair.

# Your Chair

## Chair Features

Remote Control



See page 10

TrueFit® Body Scanning



See page 14

Manual Massage



See page 16

Auto Programs



See page 13

Sleep Mode



See page 12

Rocking Mode



See page 18

Adjustments



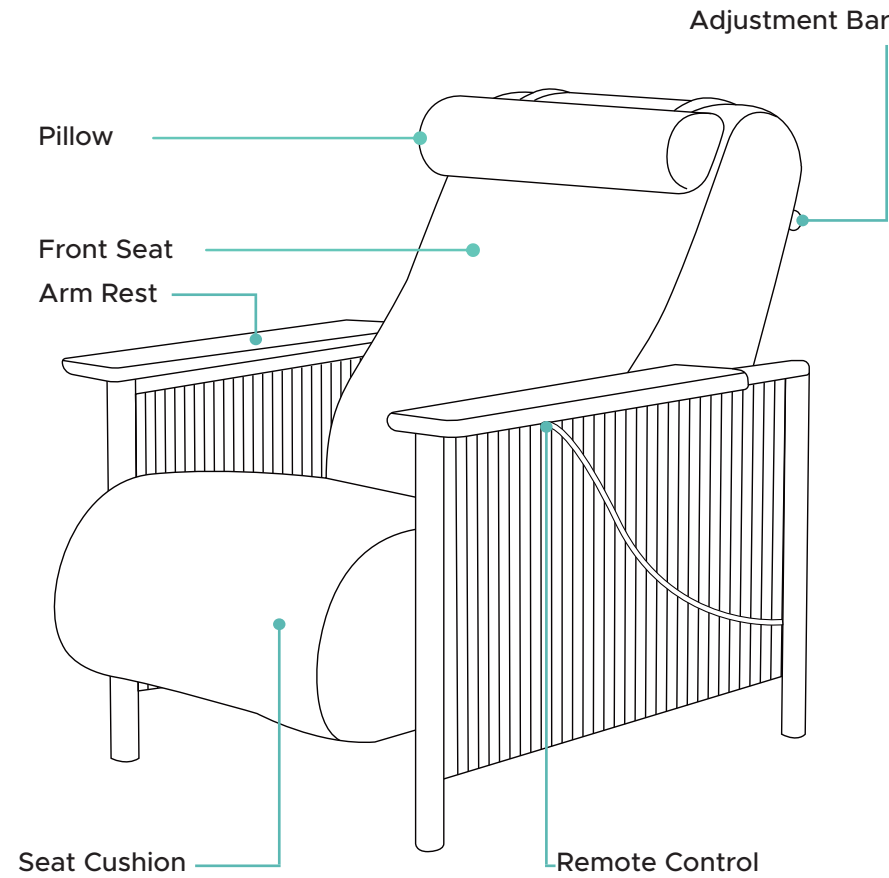
See page 15

Time Adjustment



See page 11

## External Structure

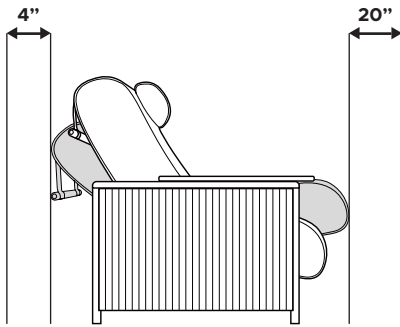


# Getting Started

## Installation Site

### Clearance Space for the Chair

- 4" 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.



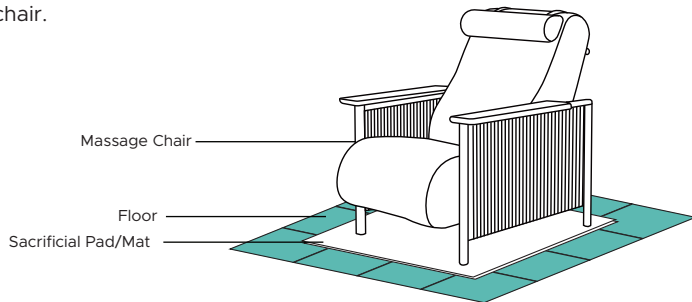
- Keep the distance between the power socket and power switch within 4" to avoid damage of power cord while massage chair slides forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

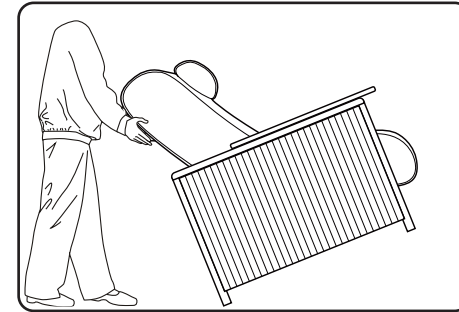
To protect ANY floor type, hard surface or carpeted, from scratches or other markings, place the chair on a sacrificial pad or mat that extends from under the footrest to the rear of the chair.



- 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 on the back of the massage chair while a second person helps you position the front. Maintain clearances as mentioned above. Gently lower into place, do not pull on the armrests when moving the chair.



- Do not move the chair when there is a user inside.
- The 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 120V grounded outlet.



### 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.

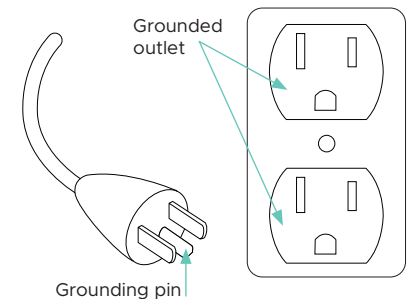
## WARNING

– 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

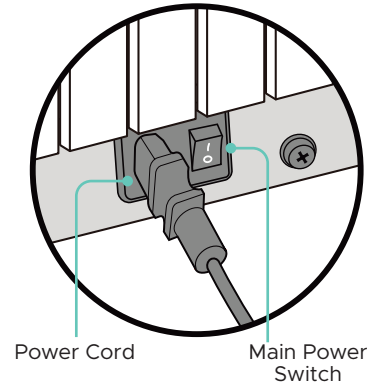
This massage chair is a Class 1 electrical appliance. Make sure to use a grounded outlet to the grounded power supply circuit and a properly installed earth grounding rod with ground connection, to avoid electric shock.



# Chair Setup

## Main Power Switch

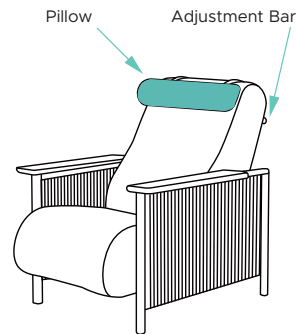
To power up the chair, flip the main power switch located on the back of the base of the chair to **ON**. Ensure the electrical cord is connected to a 120V grounded outlet and plugged into the power cord port located on the back of the base of the chair.



- 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

In this unique chair, the pillow is for support when enjoying the chair as a recliner. When its time for a massage, we recommend flipping the pillow up and out of the way, resting your head on the backrest for an optimal body scan and massage.



## 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 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.

## TrueFit® Body Scanning

After the body scan is complete, adjust the mechanism rollers with the Remote Control by pressing up and down arrows. Once you are satisfied with the result, let the program continue. See **page 14** for more information.



## Getting Out of The Chair

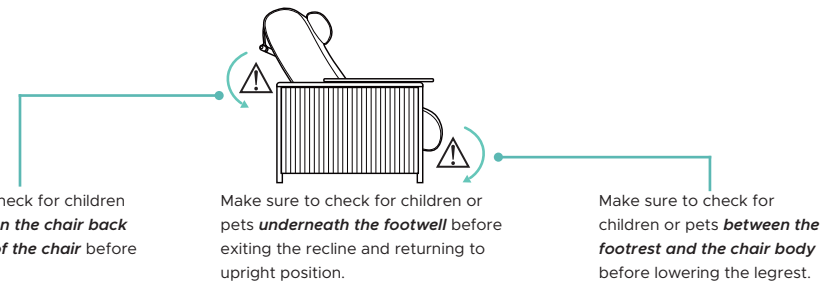
To easily exit the chair at any time, press the **POWER** button on the Remote Control until the chair starts resetting. The program will shut off and the chair will continue to reset to it's default position.

**WARNING!** Check to make sure children and pets are clear of chair **before** pressing the power button to return chair to upright position.



## 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.**



# Taking Control


## Remote Control





## Remote Control


**HOME** – After turning on your chair, this is the first screen you will see on your Remote Control. Use this screen to navigate all menu options. To select, simply press the **directional arrows** with your finger and press **OK** to confirm the selection.


 **POWER** – Use this button to power **ON/OFF** the massage chair. This button is also used to reset the chair.


 **PAUSE** – Use this button to pause the program or massage.


 **OK** – Use this button to confirm on-screen selections.


 **DIRECTIONAL** – Use these buttons to make selections across the program, adjustments, positions, and settings.


 **HOME** – Use this button to return to the home screen.

 **RETURN** – Use this button to make a previous selection or return back to the previous screen.

 **POSTURE** – Use these buttons to change the recline position.

 **TIME** – Use these buttons to adjust the time settings for the program that you wish to change, “+” to increase time in increments of 5 minutes to a total of 30 minutes and “-” to decrease time by 5 minutes to a minimum of 5 minutes.

 **ROCKING** – Use this button to turn on/off rocking feature of the chair.

 **ADJUSTMENT** – Use these buttons to adjust the backrest by pressing “+” to raise and “-” to lower the backrest.

# Taking Control

## Home Screen

Press the **Home** button on the remote control. On this screen you'll see all settings for the menu interface including **Auto Programs**, **Manual Mode**, **Sleep Mode**, **Beep (Sound)**, **Brightness**, and **Language**. Using the **directional arrows** navigate to the setting you desire to change.

## Auto Programs

To enter the program you desire use the **directional arrows** and then press **OK**. Selected program will show on the top left of the screen. See **page 13** for more details about **Auto Programs**.

## Manual Mode

From the Home screen use the **directional arrows** and point to **Manual** then select a mode. See **page 16** for more details about Manual Mode.

## Sleep Mode

When sleep mode is **on** the chair will stop in the reclined position after Auto Programs, when sleep mode is **off** the chair will return to a fully upright position after each Auto Program. Press **OK** to confirm.

## Beep

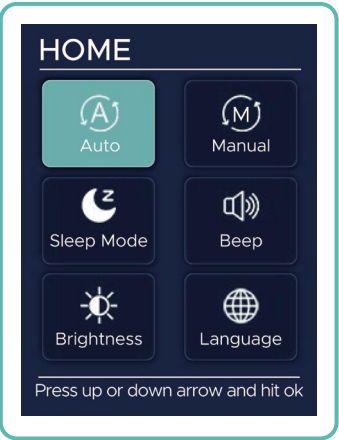
Toggles the sound of the interface to **on** or **off**. When beep is on you will hear a sound every time you press a button, when the setting is off you will hear silence. Then press **OK** to confirm.

## Brightness

Toggles the brightness of the interface, **1=low**, **2**, **3=high**. Then press **OK** to confirm.

## Language

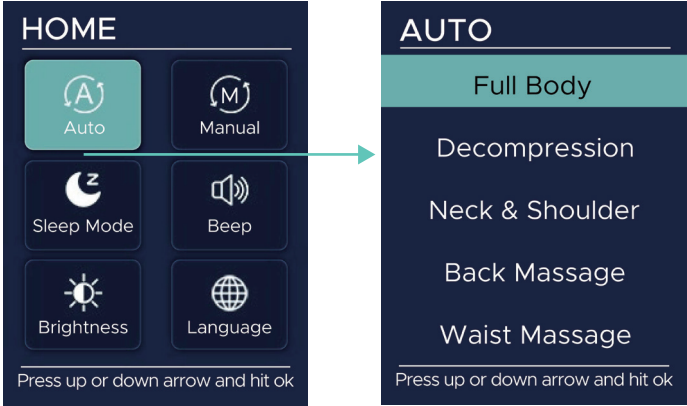
Control your desired language setting: **Chinese**, **English**, or **Spanish**. Then press **OK** to confirm.



# Taking Control

## Auto Programs

From the home display, navigate to the **AUTO** interface to enter the Auto Program Menu. Choose from **Full Body**, **Decompression**, **Neck & Shoulder**, **Back Massage**, or **Waist Massage**. To enter the program you desire use the **directional arrows** and then press **OK**. Selected program will show on the top left of the screen.



## Full Body

This program is designed to relax the body both physically and emotionally. A unique combination of varying intensities brings the mind into a peaceful state, while specific massage techniques increase circulation to help relieve muscular tension and reduce recovery time.

## Decompression

The most intense of the massage programs. This strong kneading and shiatsu massage effectively decompresses the entire body.

## Neck & Shoulder

A powerful combination of kneading, grabbing, and pressing massage techniques target the neck, shoulder, and upper back to help ease unwanted pain and stiffness.

## Back Massage

Designed to clear the mind and increase blood circulation. Breath in deeply and exhale your stress while this rhythmic massage program works to alleviate your tired muscles and reinvigorate your spirit.

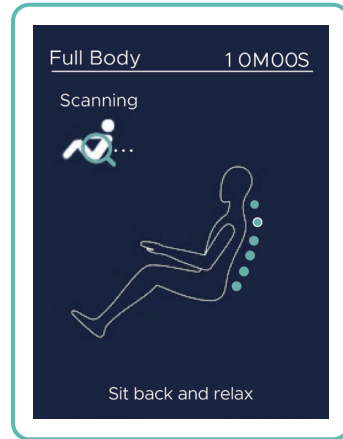
## Waist Massage

Featuring slow kneading in the waist, this massage relaxes muscles, improves circulation, and aids in recovery.

# Taking Control

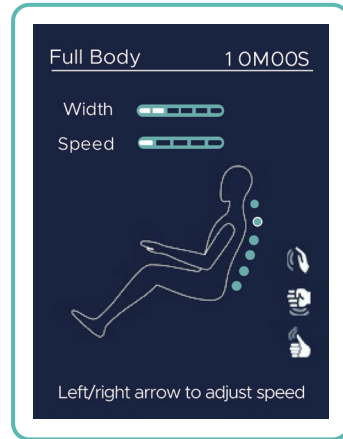
## TrueFit® Body Scanning

Once you have selected a massage program that suits your preferences, you will be guided to the Body Scanning screen. This step is designed to ensure the massage chair customizes its settings to match your body. On this screen, you will notice arrows that allow you to adjust the position of the back mechanism. Use these arrows to move the mechanism up or down, aligning it precisely with your shoulder height for optimal comfort and effectiveness. Take your time to ensure the alignment is just right, as this adjustment is crucial for a tailored massage experience. Your relaxing massage session will automatically start, delivering a personalized and soothing experience. Use the **directional arrows** and position the mechanism up or down.



## In-Use Display Screen

After you have finished adjusting the shoulder height to ensure the back mechanism is properly aligned, you will be directed to the In-Use screen. This screen serves as a central hub for monitoring and managing your massage session. Here, you will be able to view all the current settings that have been customized to your preferences, including the massage type, intensity levels, and any additional features you may have activated. Additionally, the In-Use screen provides detailed session information, such as the remaining time for your massage and real-time updates on the chair's movements and functionality. This user-friendly interface allows you to stay informed and make any necessary adjustments during your session, ensuring a truly personalized and relaxing experience.



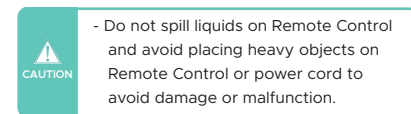
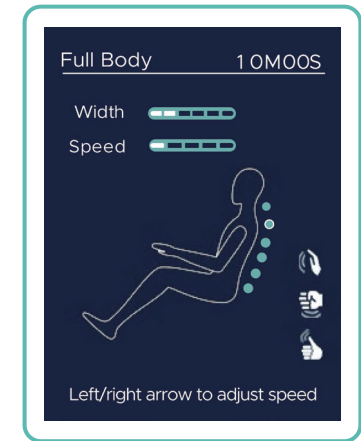
# Taking Control

## Adjustments from In-Use Screen

To fully personalize your massage experience and ensure it meets your exact needs, you can conveniently adjust the settings directly from the In-Use display screen. This user-friendly interface allows you to customize the massage in real time for maximum comfort and effectiveness. Using the intuitive **directional arrows**, you can easily navigate the **speed** settings.

### Speed

The massage chair speed setting lets you control the pace of the rollers during your massage. Adjusting the speed allows you to tailor the intensity of the massage, with slower speeds providing a more gentle and relaxing experience, and faster speeds offering a more invigorating and stimulating effect. This feature helps you customize the massage to meet your specific needs and preferences. Use the left/right **directional arrow** to adjust the **speed**. Left is slower and right is faster.





# Manual Mode

## Manual Mode

Manual mode allows you to take full control of your massage experience by customizing the settings to target specific areas of your body. In this mode, you can choose the type of massage, adjust the type, speed, width, and focus on particular zones such as the upper back, lower back, or shoulders. Manual mode is perfect for addressing specific tension points or creating a massage tailored to your unique preferences. From the Home screen use the **directional arrows** and point to **Manual** then select a mode. Then press **OK** to confirm.

MANUAL	
MODE	Knead
PART	Tap
WIDTH	Knock
SPEED	Shiatsu
ROCKING	Sync
Press up or down arrow and hit ok	

### Knead

Mimics circular, kneading motions to relieve muscle tension, improve blood circulation, and promote relaxation. It's ideal for targeting specific areas with customizable intensity and focus.

### Tap

Delivers rhythmic, percussive motions to stimulate muscles, enhance blood flow, and relieve tension. It's excellent for loosening tight areas and promoting relaxation across your back.

### Knock

Replicates firm, alternating tapping motions, mimicking the feel of a therapist's knuckles. This technique helps release deep muscle tension, improve circulation, and alleviate stiffness.

### Shiatsu

Applies deep, targeted pressure to specific points, mimicking traditional Japanese massage techniques. This mode helps relieve tension, improve energy flow, and promote relaxation and balance.

### Sync

Creates a choreographed massage experience by automatically changing massage techniques, intensities, and movements to deliver a complete and customized massage experience.

# Manual Mode

## Part Mode

Part mode focuses the massage on a specific area of your body rather than covering the entire body. This feature is ideal for targeting localized tension or discomfort, such as a sore spot in the lower back or tightness in the shoulders. By confining the massage movements to a smaller zone, part mode provides more concentrated relief exactly where you need it most. From the Manual screen use the **directional arrows** and point to **Part** then select a setting. Then press **OK** to confirm.

MANUAL	
MODE	Full
PART	Partial
WIDTH	Point
SPEED	
ROCKING	
Use arrow key to select function	

### Full

The **full** setting targets specific areas while still offering comprehensive coverage, combining localized relief with overall relaxation to address tension points and improve overall muscle comfort effectively.

### Partial

The **partial** setting concentrates on specific tension areas, providing deep relief to targeted zones while avoiding broader coverage, allowing for focused treatment of muscle stiffness or discomfort.

### Point

The **point** setting offers concentrated pressure on precise areas, providing targeted relief for deep muscle tension and knots, helping to alleviate discomfort and promote relaxation in specific spots.

## Width

The width setting in a massage chair allows you to adjust the distance between the massage rollers. This customization targets specific areas of the back, providing either a broader or more focused massage for personalized comfort. Width only works with massage techniques that do not sweep back and forth. Width can be set on Tap, Shiatsu and Knock only. It will not work with Knead or Sync. From the Manual screen use the **directional arrows** and point to **Width** then select a setting. Then press **OK** to confirm.

MANUAL	
MODE	Wide
PART	Medium
WIDTH	Narrow
SPEED	
ROCKING	
Use arrow key to select function	

Wide

Allows you to adjust the distance between the rollers for a more customized experience. By selecting the “Wide” setting, the rollers are positioned further apart, providing a broader, more general massage across the back. This setting is ideal for users who prefer a wider coverage, offering a more soothing, less intense experience across larger areas of the body.

Medium

The “Medium” setting positions the rollers at a moderate distance, offering a balanced massage that targets both broad and specific areas of the back. This setting is ideal for those seeking a comfortable, well-rounded massage with a moderate level of intensity and coverage, striking a perfect balance between wide and focused treatments.

Narrow

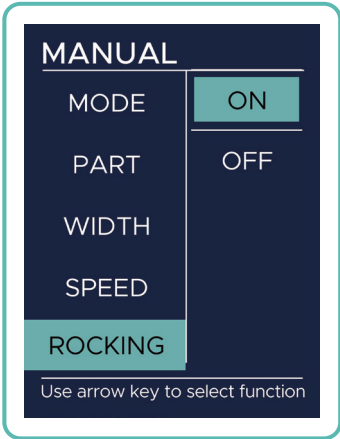
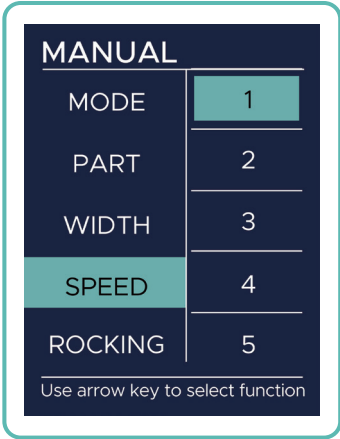
The “Narrow” setting positions the rollers closer together, providing a more focused and intense massage. This setting is ideal for targeting specific areas, such as the shoulders or upper back, offering deeper pressure and more concentrated relief for muscle tension and discomfort.

Speed

Speed controls the pace of the massage rollers, allowing you to adjust the intensity of the massage. A higher speed offers a faster, more invigorating massage, while a lower speed provides a slower, more soothing and relaxing experience. This customization helps tailor the massage to your preference, whether you seek deep tissue relief or a gentle, calming session. From **Manual** mode select **Speed** then choose a setting **1 = slow, 2, 3 = medium, 4, 5 = fast**. Then press **OK** to confirm.

Rocking

Gently tilts the chair back and forth, simulating a rocking motion. This movement helps promote relaxation by soothing the body and calming the mind, similar to the feeling of being rocked in a chair. It can be used to enhance the massage experience, providing a rhythmic, comforting sensation that reduces stress, improves circulation, and contributes to overall relaxation, making it a great feature for unwinding. Use the **directional arrows** to select **on** or **off**. Then press **OK** to confirm.



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. **SAVE THESE INSTRUCTIONS.**  
Household use only

**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 such as jewelry from arms and empty pockets, and remove loose clothing 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.9 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>.**

# Specifications

Model	The Restora Chair™
Dimension of Main Body (in)	45.7 x 35 x 38.2 (LxWxH)
Necessary Clearance to Wall (in)	4"
Net Weight (lbs)	163.1
Shipping Weight (lbs)	185.1
Max. User Weight (lbs)	300
Voltage	100-120V~
Rated Current	2A
Power Consumption	120W

## Fixing Issues

### Frequently Asked Questions

**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: My chair is stuck in reclined mode. What should I do?**

**A:** Press the power button on the remote control to reset the chair to an upright position. If you are still having any issues, 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)

## 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<sup>®</sup>

72 Stard Road, Seabrook, NH 03874  
603-910-5000  
[www.infinitymassagechairs.com](http://www.infinitymassagechairs.com)

Version 1.0