

INFINITY[®]

MASSAGE CHAIRS



User Manual

Palisade 4D Max
Massage Chair

Welcome to

INFINITY

THE ULTIMATE MESSAGE EXPERIENCE

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

With over a decade of experience designing, building and servicing message 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.infinitymessagechairs.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 Message Experience.

Warranty Registration

Register your product at www.infinitymessagechairs.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.infinitymessagechairs.com/assembly-tutorials

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



SCAN CODE



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@Infinity_chairs

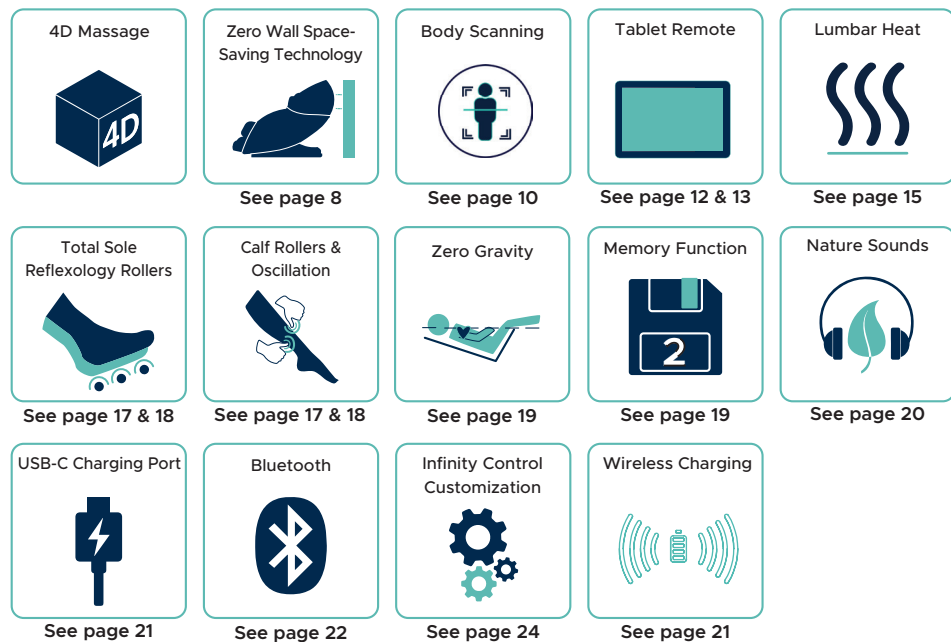


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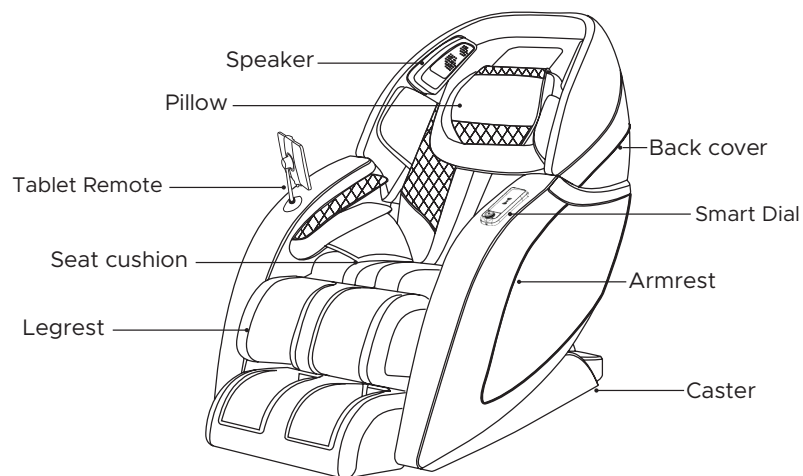
We know you can't wait to sit in your new Infinity Message chair! Take a picture of you enjoying the ultimate message experience and make sure to tag us on social media with the hashtag [#infinitymessagechairs](https://www.instagram.com/explore/tags/infinitymessagechairs)

Your Chair

Chair Features



External Structure



IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using (this appliance). SAVE THESE INSTRUCTIONS.
Household use only. When using an electrical appliance, basic precautions should always be followed, including the following:

DANGER – To reduce the risk of electric shock:

- 1) Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

WARNING – To reduce the risk of burns, fire, electric shock, or injury to persons:

- 1) An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- 2) Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- 3) Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons. Keep children away from extended foot support (or other similar parts).
- 4) Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- 5) Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
- 6) Do not carry this appliance by supply cord or use cord as a handle.
- 7) Keep the cord away from heated surfaces.
- 8) Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- 9) Connect this appliance to a properly grounded outlet only. See Grounding Instructions.
- 10) Never drop or insert any object into any opening.
- 11) Do not use outdoors.
- 12) Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- 13) To disconnect, turn all controls to the off position, then remove plug from outlet.
- 14) Use heated surfaces carefully. May cause serious burns. Do not use over insensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- 15) Do not use massager in close proximity to loose clothing or jewelry.
- 16) Keep long hair away from massager while in use.

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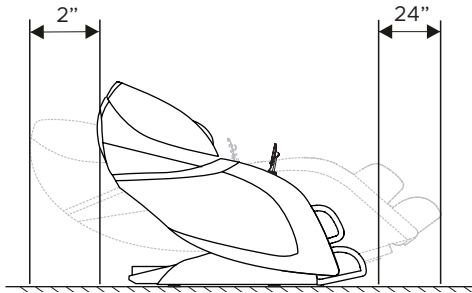
Warning! Read important safety information found on page 26 before using or operating chair.

Before Getting Started

Installation Site

Clearance Space for the Chair

- 2" clearance for the recline of the backrest; 24" 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.



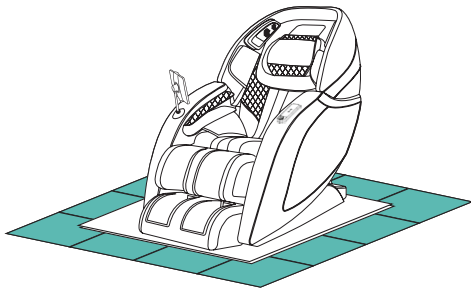
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

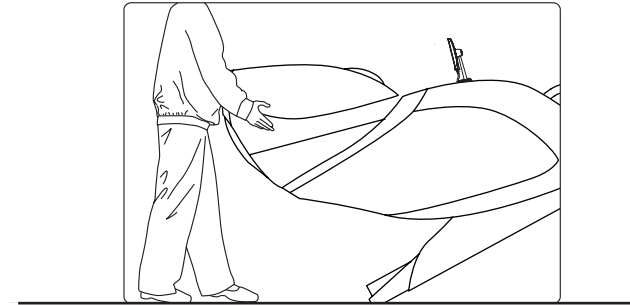
To protect ANY floor type, hard surface or carpeted, from scratches or other markings, place the chair on a pad or mat that extends from under the footrest to the rear of the chair.



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



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

Connect to Power

Plug into a 110V grounded outlet.



Grounding Instructions

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.

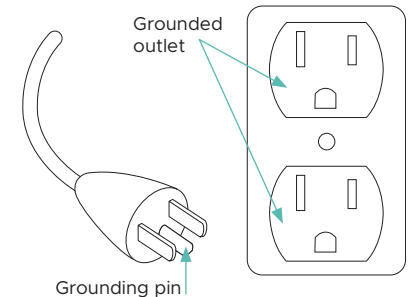
WARNING

– 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.

Grounding

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.

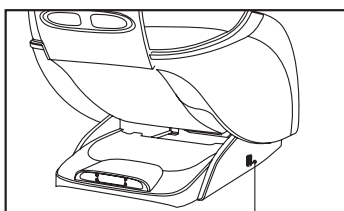


Chair Setup

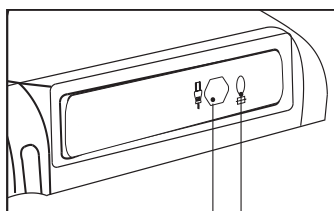
Getting Comfortable

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. Ensure the electrical cord is connected to a 110V grounded outlet and plugged into the power cord port located on the back of the base of the chair.



Main Power Switch



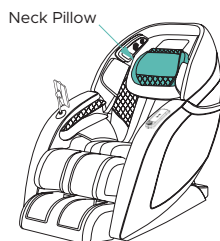
Tube fuse
Power cord port



- 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.



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. To make the foot rollers less intense, insert the foot pads that came with your chair into the foot bed of the footrest.

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 Tablet Remote 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.

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 back pad.

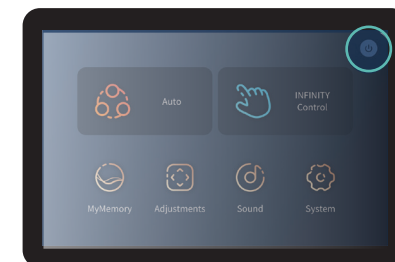
TrueFit® Body Scanning



Getting Out of The Chair

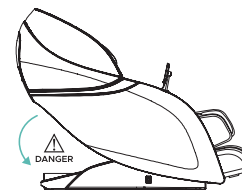
To easily exit the chair at any time, tap the **POWER** button on the top right of the home display, on the Tablet Remote to restore the chair to the upright position.

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

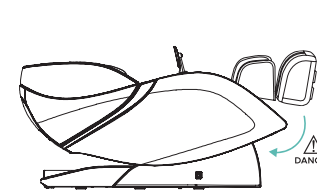


Chair Entry and Exit Hazards

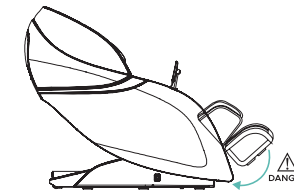
WARNING! The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined, 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.**



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

Tablet Remote Layout



Tablet Remote Operation

1. Home Page – After turning on your chair, this is the first screen you will see on your Tablet Remote. Use this screen to navigate all menu options. To select, simply tap the screen with your finger.

2. Auto Programs – Select from 12 pre-set auto programs. To select simply tap the auto program you wish to run.

3. MyMessage® Memory – After creating your message program you have the ability to save to memory and then access whenever you want.

4. Adjustments – While your massage program is running, use this screen to make adjustments to time, calf rollers, foot rollers, zero gravity or chair angles.

5. Sound – Use this screen to select and control the SootheMe® Sound Therapy feature of your chair. The selected sound will play from the Intersound™ speakers. To turn SootheMe® nature sounds off, de-select the activated sound.

6. Infinity Control – Have a particular spot that needs more work? Take the power of massage into your own hands with Infinity Control. Use this screen to fully customize your own massage and find the perfect treatment for you. If you slide on the control panel lock, this screen will not revert back to the In-Use screen so you can make continuous adjustments.

7. System Settings – Use this screen to adjust and personalize your chair and Tablet Remote settings.

Taking Control

Auto Programs

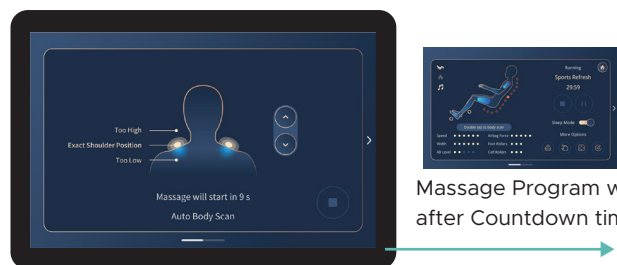
From the home display, tap the **AUTO** button to enter Auto Program Menu. Choose from **Morning, Sports Refresh, Working Relief, Yoga, Mid-day, Thai Stretch, Neck & Shoulder, Healthy Breath, Night, Rest & Sleep, Waist & Spine, or Demo**. To enter the program you desire tap the screen. Selected program will show on the In-use screen.



Tap Auto button

TrueFit® Body Scanning

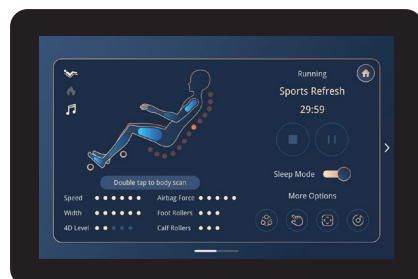
After a Massage program is selected, you will be taken to the Body Scanning screen. Here you can use the arrows to adjust the back mechanism up and down to match your specific shoulder height. After the countdown timer has elapsed, your massage will start.



Message Program will start after Countdown timer

In-Use Screen

After adjusting your shoulder height, you will be taken to the In-use screen where you can observe all current settings and session information.



- Do not spill liquids on Tablet Remote and avoid placing heavy objects on Tablet Remote or power cord to avoid damage or malfunction.

Program	What for?	Description
Morning	This program is the best choice to re-invigorate stiff muscles and boost energy levels.	Inspired by traditional Thai massage techniques, this strong series of grab, hold and stretch progressions gently extends the body to help re-adjust the skeletal structure, increase flexibility, and re-balance your body's energy.
Sports Refresh	Soothe muscles after sports	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.
Working Relief	Helps to relax, recover, and revitalize the main back muscles along your spine.	Designed to be an incredible injury prevention program, this massage focuses on the lumbar vertebra with targeted massage to loosen rigid muscles, relieve tension, improve circulation, and revitalize your energy levels.
Yoga	This program is the best choice to re-energize tired muscles and reset your mind.	Performs a strong massage with deep, penetrating massage techniques to alleviate your aches and pains, improve circulation, and recuperate the body after intense physical activity.
Mid-day	Great for a quick midday break to relieve any built up morning stress.	A revitalising massage that is ideal for a mid-day boost. Full body kneading relieves built up stress, reduces fatigue, and improves metabolism so you can finish your day off strong.
Thai Stretch	Best for those who prefer a more intense massage, and for soothing muscles after physical activity	Targeted airbag compression provides a full body stretch while the double back-mechanism performs a combination of massage techniques to help awaken and ignite your muscles for the day ahead.
Neck & Shoulder	Soothing pain and tension in the neck and shoulders.	A powerful combination of kneading, grabbing, and pressing massage techniques target the neck, shoulder, and upper back to help ease unwanted pain and stiffness.
Healthy Breath	Reduce built up tension carried in the body or unwinding after a stressful day.	Designed to clear the mind and increase blood circulation. Breathe in deeply and exhale your stress while this rhythmic massage program works to alleviate your tired muscles and reinvigorate your spirit.
Night	Try this program as you prepare your body to rest for the night.	A progression of mild massage techniques and chair movements brings harmony to your body. This program helps you unwind from a long day, and prepares you for a restful night's sleep.
Rest & Sleep	Those looking for a softer, less intense massage.	As the lowest intensity massage, this series of massage techniques is perfect for those who are more sensitive, or looking for a light kneading motion on the back, waist and hips.
Waist & Spine	Improve hip mobility and reduce lower back pain.	Designed to stimulate the waist, hips and buttock, this sequence of massage and air bag compression can help to improve your range of motion, and reduce lower back pain so you can return to your feet feeling renewed.
Demo	A quick way to feel all the massage techniques and chair movements in a brief 8 minute session.	A quick show of massage chair's features and functions that can be accompanied by an explanatory voice over. To turn off voice over, tap System from home display, then toggle Voice Demo to off.

Set your Environment

Smart tip: **Partial** and **Point** location can be fine tuned by using the **Adjust** setting. Press and hold arrow up or arrow down buttons to control the location of the back mechanism.

Custom Selections from Auto Programs

To personalize your massage to your exact needs, swipe left on the Tablet Remote from the In-Use Screen to be taken to the **Custom Selections** screen.

The **Custom Selections** screen can be used to tailor your massage exactly to your needs. Here you will have complete control over the duration, airbag settings/Intensity, foot rollers, and back heat. To return to the In-use screen, simply swipe right or tap the arrow on the Tablet Remote screen, which will take you to the home page, and then tap '**massage running screen**' at the top center of your screen.

If you slide on the **Control Panel Lock** (top right corner of screen), this screen will not revert back to the In-Use screen so you can make continuous adjustments. Slide off to unlock again.



Focus Zone

Controls the range of motion of the back mechanism, **Whole** travels the entire length of the track, **Partial** travels a short distance and reverses direction for focused relief, **Point** stops on the track for targeted relief. Tap screen to select setting.

Adjust

Partial and **Point** location can be fine tuned by using the Adjust setting. Press and hold arrow up or arrow down buttons to control the location of the back mechanism.

Maximum 4D Level

Use this control to increase or decrease the maximum intensity of the 4D back mechanism that works the back and shoulder regions. All auto massages are pre-programmed to have varying 4D intensity, this setting will set the upper limit of these fluctuations. **1 = light, 5 = firm, or Off**. Tap screen to select setting or turn the smart dial clockwise to increase 4D intensity or counterclockwise to decrease 4D intensity.

Time Remaining

Tap screen to select your desired massage timer length; **10 minutes, 20 minutes, or 30 minutes**. 20 minutes is the default setting. The massage chair will turn off automatically and reset after the timer is up.

Air Settings

Choose your desired airbag region/s: **Full, Arm, Shoulder, Buttock, or Leg & Foot**. Tap screen to select setting. To turn a particular airbag region off, de-select the activated region. Selecting **Full** will over ride any selections and ALL airbags become active.

Max Air Intensity

Increase or decrease maximum intensity of airbag massage. All auto massages are pre-programmed to have varying levels of airbag intensity, this setting will set the upper limit of these fluctuations. **1 = light, 5 = firm, or Off**. Tap screen to select setting.

Back Heat

Activate back heat and choose your desired heat intensity level: **1 = low, 2, 3 = high, or Off** (deactivate back heat). Tap screen to select setting.

Foot Rollers

Choose your desired speed: **1 = slow, 2, 3 = fast, or Off** (deactivate foot rollers). Tap screen to select setting.

Calf Rollers & Oscillation

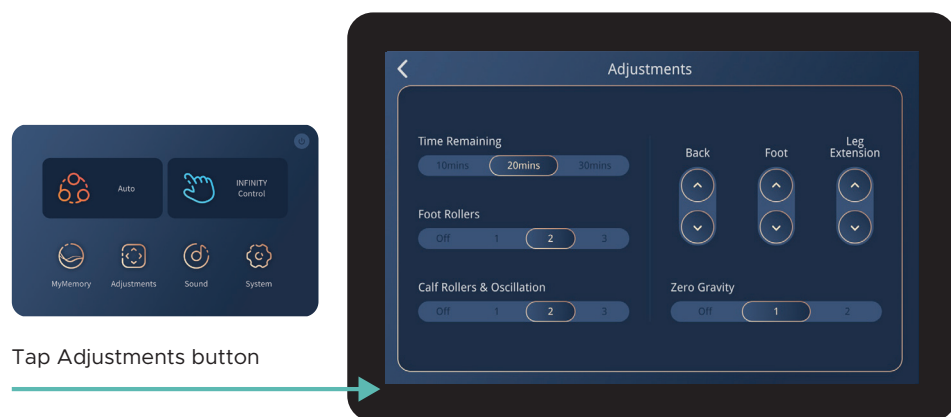
Complete Calf™ Rollers & Oscillation. Choose your desired speed: **1 = slow, 2, 3 = fast, or Off** (deactivate foot rollers). Tap screen to select setting.

Set your Environment

Adjustments

Tap Adjustments to enter the Adjustments display screen. While your massage program is running, use this screen to make adjustments to **time**, **foot rollers**, **calf rollers**, **chair angles**, or **zero gravity**.

To return to the In-use screen, simply swipe right or tap the arrow on the Tablet Remote screen, which will take you to the home page, and then tap '**massage running screen**' at the top center of your screen.



Time Remaining

Tap screen to select your desired massage timer length; **10 minutes**, **20 minutes**, or **30 minutes**. 20 minutes is the default setting. The massage chair will turn off automatically and reset after the timer is up.

Calf Rollers & Oscillation

Control Complete Calf™ Rollers & Oscillation and choose your desired calf roller speed: **1 = slow**, **2, 3 = fast**, or **Off** (deactivate calf rollers & oscillation). Tap screen to select setting.

Back/ Foot/ Leg Extension

These controls enable you to fine tune the length and fit of specific parts of your chair. Tap + hold screen to adjust settings.

Back – controls the recline angle of the seat back.

Foot – controls the angle of the footrest.

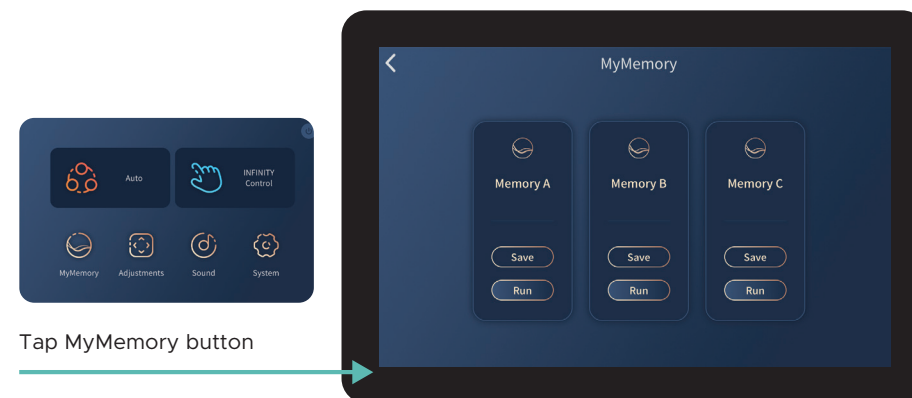
Leg Extension – allows the chair to customize to your leg length.

Weightless Zero Gravity Recline

Use this control to enter Weightless Zero Gravity Recline. Zero Gravity elevates your feet up over your heart to improve overall circulation and reduces gravitational force on your spine for a sense of weightlessness. **Zero Gravity position 1** will put the chair into a standard recline, **Zero Gravity position 2** will recline the chair into complete Weightless Zero Gravity Recline.

MyMemory® Programs

Your chair has the ability to save your favorite customized massage programs to memory. To create a custom MyMemory® program, you first need to set up the chair for what it is you want to record. To do this, use Manual Settings to create a manual massage program with all of your desired air, heat, speed, and intensity settings.



Saving a Memory Program

To save a massage program, select **MyMemory®** from Home Display, then tap the save button to save the current massage settings to memory. There are 3 MyMemory® storage slots.

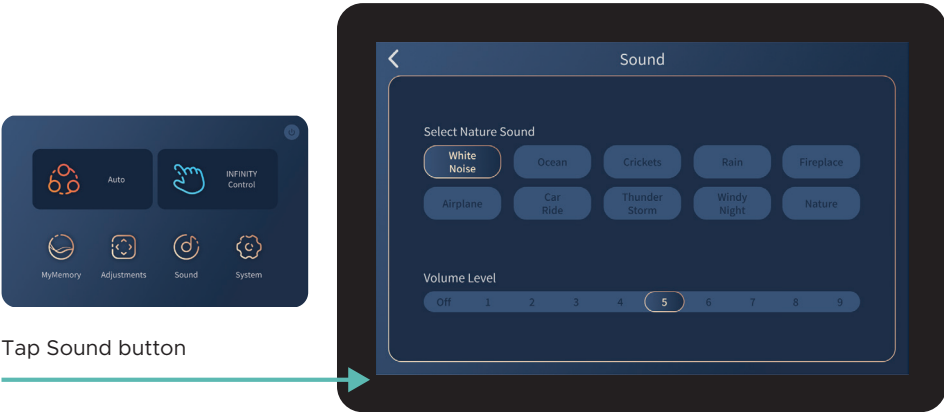
Running a Memory Program

Once a memory program is saved, tap the '**Run**' button on the screen underneath the program you wish to run. If you hit save in a MyMemory® program with a program already saved, it will record over the previous setting.

Set your Environment

Sounds

Tap **Sound** on the home display to enter the Sound display screen. Use this screen to select and control the SootheMe® Sound Therapy feature of your chair. The selected sound will play from the speakers next to your head. To turn SootheMe® Nature Sounds off, de-select the activated sound. **Note: Bluetooth must first be turned on in System screen (see page 20).**



Volume Level

Increase or decrease volume of SootheMe™ Nature Sounds. **1 = low, 9 = high, or Off.** Tap screen to select setting.

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

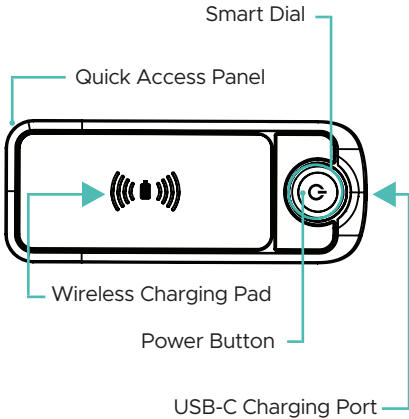
Note: Bluetooth must be **ON** for sounds to work. (See page 20).

Wireless Charging Pad

Your massage chair has an in-built Wireless Charging Pad which allows you to charge your smart devices simply by placing them on the pad located on the left arm panel. In addition, your chair also has a USB-C Port, which you can use to charge your smart devices with your own USB-C charging cord. The USB-C port can be found at the end of the left arm, below the power button.

Smart Dial

Press the power button to turn the massage chair on. Hold and press the power button to turn off. Turn the smart dial clockwise to increase 4D intensity, while turning it counterclockwise will decrease 4D intensity.



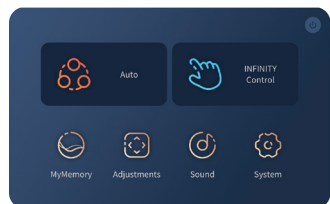
Note: If the chair is powered on the charging always works. If the system setting for charging is set to Off, then when the chair is powered down the wireless charging pad/USB-C will also shut off. If charging is set to on, the charging pad and USB-C can still be used even when the tablet power is switched to off. If the main switch at the base is turned off, charging will not work regardless of the system setting.

Settings

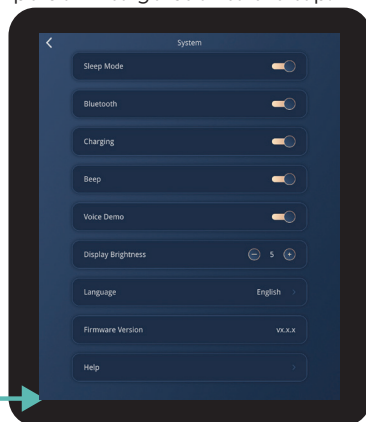
Smart tip: In order to play music from your Bluetooth enabled audio device, **Bluetooth** must first be turned on in settings.

System

Tap **System** on the home display to enter the system display screen. Use this screen to adjust and personalize your chair and Tablet Remote settings. Swipe up to see the additional settings not visible on the screen, swipe down to go back to the top.



Tap System button



Sleep Mode

Toggle your desired sleep mode setting: **On** or **Off**. Tap screen to select setting. 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.

Bluetooth

Toggle your chair's Bluetooth® setting: **On** or **Off**. Tap screen to toggle setting. Open Bluetooth from audio device and pair with **Palisade MAX** to play music.

In order to use the chair app, play in-built sounds from your chair, or to play music from your Bluetooth® enabled audio device, Bluetooth® must first be turned **on**.

Beep

Toggle your Tablet Remote beep settings: **On**, or **Off**. Tap screen to select setting. When beep setting is on, performing manual chair adjustments on the tablet remote will be accompanied by an audible beep.

Voice Demo

Voice demo talks you through the functionality of the chair in the **Demo** auto program. Toggle your desired voice demo setting: **On** or **Off**. Tap screen to select setting.

Display Brightness

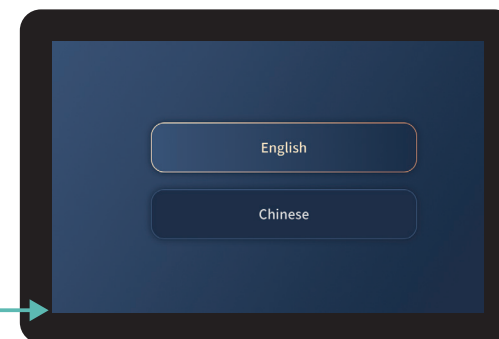
Control your desired Tablet Remote screen brightness setting: **1 = dimmest**, **5 = brightest**. Tap **+** or **-** buttons on screen to change setting.

Language

Tap **Language** to enter the language selection screen. Select your desired language by tapping: **English** or **Chinese**. Swipe left or tap back arrow in top left corner to return to System display screen.



Press Language button



Firmware Version

Indicates the latest software installed on your device.

Help

Tap **Help** to be taken through to the help screen. Here you will be able to access where to find help and contact information if you are having any troubles with your Palisade MAX Massage Chair.

Build your own

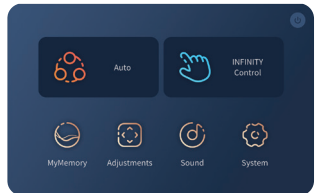
Smart tip: Massage **Width** can't be adjusted when in Kneading, or Sync mode techniques. Massage **Speed** can't be adjusted when in Shiatsu.

Infinity Control

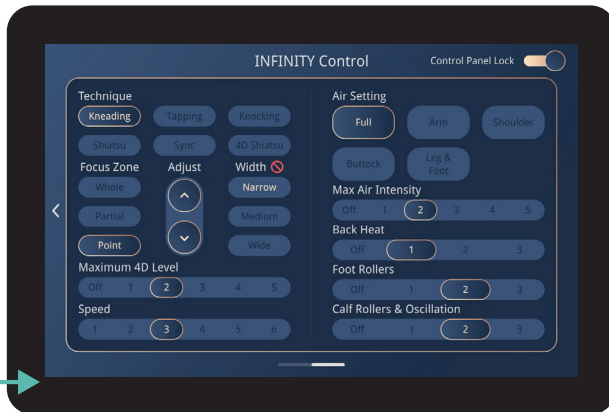
Have a particular spot that needs more work? Take the power of massage into your own hands with Infinity Control. Tap **Infinity Control** on the home display to enter the Infinity Control display screen. Use this screen to fully customize your own massage and find the perfect treatment for you.

Your first selection on this screen will start your massage and take you to the massage in-use screen. To return to the Infinity Control screen, tap the Infinity Control icon on the in-use screen (2nd button under **More Options**). To return to the In-use screen, simply swipe right or tap the arrow on the Tablet Remote screen, which will take you to the home page, and then tap '**massage running screen**' at the top center of your screen.

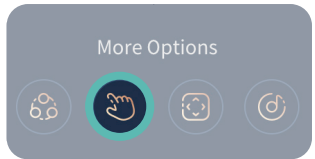
If you slide on the **Control Panel Lock** (top right corner of screen), this screen will not revert back to the In-Use screen so you can make continuous adjustments. Slide off to unlock again. Use this screen to build your favorite sequences then save using the MyMassage® Memory setting on the Home display screen (see page 17).



Tap Infinity Control button



Note: appears when a feature is not available.



Return to Infinity Control screen from In-use screen:
Tap Infinity Control button under more options

Massage Technique

Controls the massage technique of the back mechanism. Select from: **Knead**, **Tap**, **Knock**, **Shiatsu**, **Sync**, or **4D Shiatsu**. Tap screen to select.

Focus Zone

Controls the range of motion of the back mechanism, **Whole** travels the entire length of the track, **Partial** travels a short distance and reverses direction for focused relief, **Point** stops on the track for targeted relief. Tap screen to select setting.

Adjust: Partial and Point location can be fine tuned by using the Adjust setting. Use the arrow up or arrow down buttons to control the location of the back mechanism.

Massage Width

Increase or decrease width of back mechanism. Choose from: **Narrow**, **Medium**, or **Wide** (Width can't be adjusted when in Kneading, or Sync modes). Tap screen to select setting.

Maximum 4D Level

Use this control to increase or decrease the maximum intensity of the 4D back mechanism that works the neck and shoulder region. This setting will set the upper limit of the 4D fluctuations throughout your massage. **1 = light**, **5 = firm**, or **Off**. Tap screen to select setting.

Massage Speed

Increase or decrease speed of back mechanism. **1 = slow**, **5 = fast** (massage speed can't be adjusted when in Shiatsu Manual mode). Tap screen to select setting.

Air Settings

Choose your desired airbag region/s: **Full**, **Arm & Shoulders**, **Back & Waist**, **Leg & Foot**, or **Buttock**. Tap screen to select setting. To turn a particular airbag region off, de-select the activated region. Selecting **Full** will over ride any selections and ALL airbags become active.

Max Air Intensity

Increase or decrease maximum intensity of airbag massage. All auto massages are pre-programmed to have varying levels of airbag intensity, this setting will set the upper limit of these fluctuations. **1 = light**, **5 = firm**, or **Off**. Tap screen to select setting.

Back Heat

Activate back heat and choose your desired heat intensity level: **1 = low**, **2, 3 = high**, or **Off** (deactivate back heat). Tap screen to select setting.

Foot Rollers

Activate foot rollers and choose your desired intensity level: **1 = slow**, **2, 3 = fast**, or **Off** (deactivate foot rollers). Tap screen to select setting.

Calf Rollers & Oscillation

Complete Calf™ Rollers & Oscillation. Choose your desired speed: **1 = slow**, **2, 3 = fast**, or **Off** (deactivate calf rollers). Tap screen to select setting.

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.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	- The power cord is not secured into the socket - Not switched ON - The fuse is blown	- Insert the power plug properly into the power socket - Turn on the switch found on chair side. Then push power button on remote - Replace only with a fuse of same type and rating
3	No music comes from the speaker	The volume is turned to the lowest setting	Adjust the speaker volume from the mobile device. Make sure Bluetooth setting on chair and phone are both ON
4	Backrest or footrest can not raise or recline	Excessive load has been pressed on the backrest or legrest	Reduce the load and try again
5	Airbag malfunction	The air hose is blocked	Straight the air hose and clearout the blockage

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	Palisade MAX 4D
Dimension of Main Body (in)	66 x 35 x 48 (LxWxH)
Necessary Clearance to Wall (in)	2"
Net Weight (lbs)	323
Shipping Weight (lbs)	403
Max. User Weight (lbs)	300
Voltage	110-120V
Rated Current	0.8 AMP
Power Consumption	110W

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 Pillow and Pillow pad to reduce upper body intensity.
2. From the In-Use screen, swipe left to get to the **Custom Selections** screen.
 - If airbag pressure is too intense, use the Max Air Settings control to lower airbag intensity
 - If a specific airbag is too intense, use the Air Settings control to turn off particular regions.
3. Adjust the recline on the remote. More upright will be less intense. Weightless Zero Gravity Recline will be more intense.
4. If after adjustments and attempt to acclimate, you still experience discomfort, discontinue use and consult a physician.

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

A: Turn off Foot Reflexology Rollers. From the In-Use screen, swipe left to get to the **Custom Selections** screen. Use the Foot Rollers & Oscillation control to deactivate the Foot Reflexology Rollers. You may also want to use the Airbag Setting control to turn off the Leg/Foot airbags.

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

A: Your Infinity message 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

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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