

# INFINITY<sup>®</sup>

## MASSAGE CHAIRS



### User Manual

AURA<sup>®</sup> ELITE 4D  
MASSAGE CHAIR

Welcome to

# INFINITY

THE ULTIMATE MESSAGE 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 near your chair as a tool to get to know all the features of your new chair.

Get ready to sit back, relax and enjoy the Ultimate Massage Experience.

Warranty Registration

Register your product at [www.infinitymassagechairs.com/warranty](http://www.infinitymassagechairs.com/warranty) to ensure it is in our system. This will simplify the warranty process should you ever need it.

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



SCAN CODE

Assembly Video

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

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



SCAN CODE

@infinitymassagechairs @infinity\_chairs @infinitymassagechairs

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









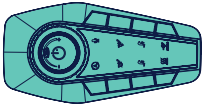



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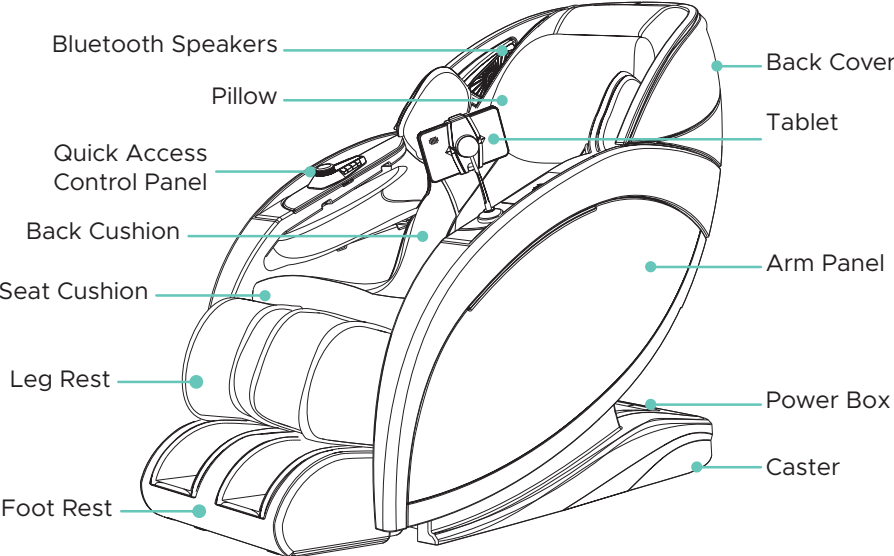
**Warning!** Read important safety information found on page 22 before using or operating chair.

# Your Chair

## Chair Features

<p>Zero Wall Fit® Space-Saving Technology</p>  <p>See page 6</p>	<p>TrueFit® Body Scanning</p>  <p>See page 8</p>	<p>Touchscreen Tablet</p>  <p>See page 10</p>
<p>Dual Reflexology Foot Rollers</p>  <p>See page 11</p>	<p>Lumbar Heat</p>  <p>See page 11</p>	<p>4D Back Massage Mechanism</p>  <p>See page 11</p>
<p>Manual Settings</p>  <p>See page 14</p>	<p>Weightless Zero Gravity Recline</p>  <p>See page 16</p>	<p>Quick Access Control Panel</p>  <p>See page 17</p>
<p>Bluetooth® Speakers</p>  <p>See page 18</p>	<p>Wireless Charging USB-C Charging Port</p>  <p>See page 18</p>	<p>Intelligent Voice Command + Control</p>  <p>See page 19</p>

## External Structure

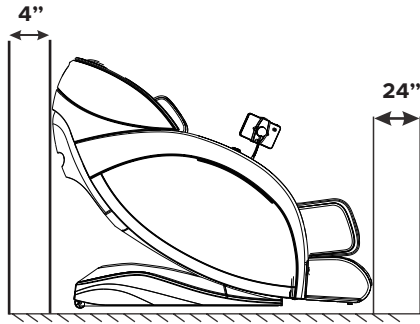


# Before Getting Started

## Installation Site

### Clearance Space for the Chair

- 4" 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.



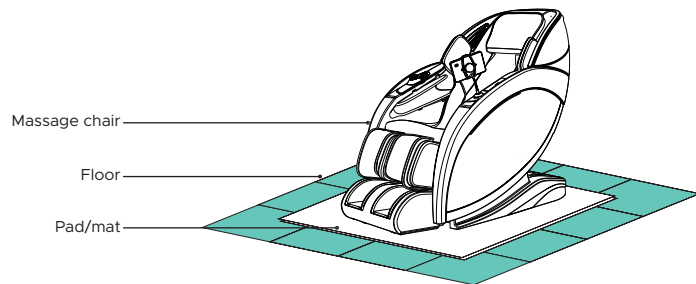
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

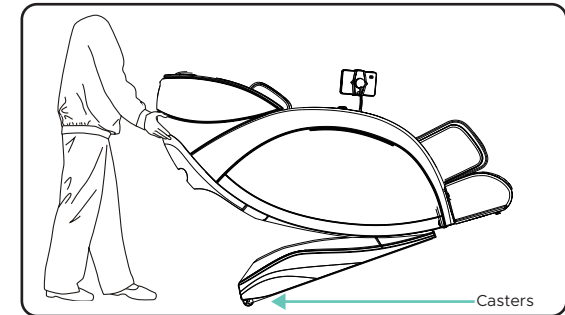
To protect ANY floor type, hard surface or carpeted, from scratches or other markings, place the chair on a pad or mat that extends from under the footrest to the rear of the chair.



- 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 120V grounded outlet.



### Grounding Instructions

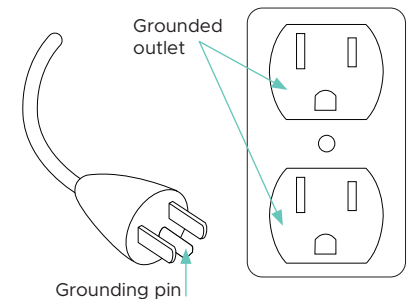
To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

**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.

### 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.

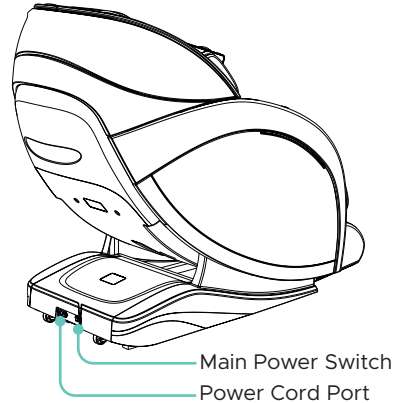


# Chair Setup

## Getting Comfortable

### Main Power Switch

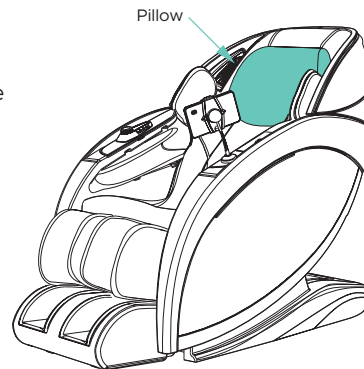
To power up the chair, flip the main power switch located on the back of the base of the chair to ON. Ensure the electrical cord is connected to a 110V grounded outlet and plugged into the power cord port located on the back of the base of the chair.



- 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 pillow rests on your neck. Adjust the pillow so that it rests comfortably in the arch of your neck. Do this by adjusting the pillow up, until it feels comfortable.



### Increase Intensity of your Massage - Manually

To make the massage more intense, remove the **pillow** cushioning between you and the massage mechanism in the seat back. To remove the pillow, simply unzip the zippers on the pillow and place the pillow to the side.

## 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 screen. If fine tuning is needed just after your body scan, wait for the **shoulder position adjustment** to appear and then use the **“+”** and **“-”** buttons to move the massage rollers up or down for the perfect shoulder kneading position.

## TrueFit® Body Scanning



**Cancel Body Scan** will immediately stop the scan. The massage selected will begin. The back massager will run the entire length of the track which may result in the massage nodes reaching above your neck causing discomfort. We always recommend a full body scan unless you are exclusively using Point or Partial mode in Manual.

Tap **OK** to start massage.

## Getting Out of The Chair

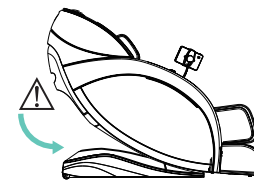
To easily exit the chair at any time, tap the **POWER** button on the bottom left of the screen, another option is to press the power button on the top right of the tablet to restore the chair to an upright position. Alternatively, you can also press the power button on the smart dial quick access control panel found on the right arm panel to turn on/off the chair.

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

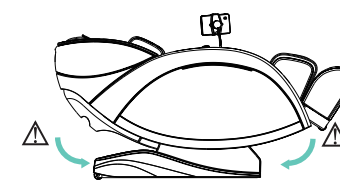


## Chair Entry and Exit Hazards

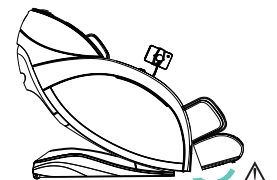
**WARNING!** The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined,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

From the home display, tap the **AUTO** button to enter Auto Program Menu. Choose from **Stretch, Chinese, Renewal, Pain Relief, Yoga, Recharge, Siesta, Rocking, Sleep, Fatigue Recovery, Deep Relief, Revival, Easy Care, Gentle, Sports, Mental Wellness, Neck & Shoulders, Back Relief, Hip & Waist, Leg & Foot**, and **Demo**. To enter the program you desire tap the screen. Selected program will show on the in-use screen.



## Shoulder Position Adjustment

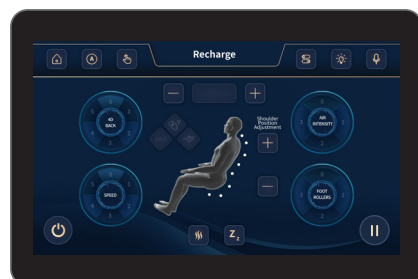
After a Massage program is selected, you will be taken to the Body Scanning screen. Here you can use the arrows to adjust the back mechanism up and down to match your specific shoulder height. After the countdown timer has elapsed, your massage will start.



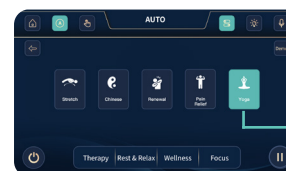
Press **OK** to start the massage

## In-Use Screen

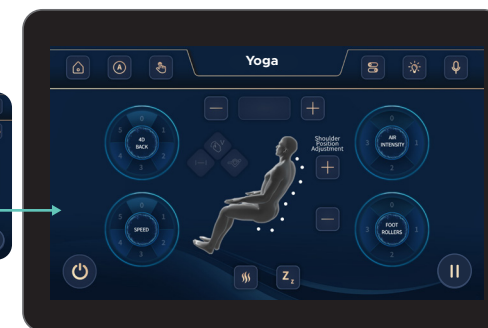
After adjusting your shoulder height, you will be taken to the In-use screen where you can observe all current settings and session information.



## In-Use Screen



Tap **Auto** Program Button



### 4D Intensity

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. **0= off, 1= light, 5= firm**. Tap screen to select setting.

### Speed

Monitor the back mechanism speed by watching this dial while in an auto program. You can override the speed of the back mechanism to a consistent speed, that no longer varies, by selecting a speed number. **1 being slow and 5 being fast**. **0** is not available for selection in Auto Programs.

### Air Intensity

Increase or decrease 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, 3= firm, or 0= off**. Tap screen to select setting.

### Foot Rollers

Turn on Dual Foot Reflexology Rollers and choose your desired foot roller speed: **1= slow, 2, 3= fast, or off** (deactivate foot rollers). Tap screen to select setting.

### Shoulder Position Adjustment

Fine-tune the shoulder position for optimal comfort by tapping the “+” or “-” buttons. With eleven levels to choose from, you can easily find the setting that best aligns with your body.

### Heat

Enjoy soothing warmth by activating lumbar heat feature and selecting your preferred setting—either “On” for cozy comfort or “Off” to deactivate. Simply tap the screen to make your selection.

### Sleep Mode

Toggle your desired sleep mode option; when sleep mode is on, the chair will not reset to its upright position. When sleep mode is off, the chair will reset to its upright position after the auto or manual massage program ends.



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

# Taking Control

## Auto Programs - Descriptions

Within the auto program menu, the 20 auto programs are broken up into 4 categories to help you find the best suited massage to your needs. The categories are: **Therapy, Rest & Relax, Wellness, and Focus**. These categories are found at the bottom of the screen. To select desired category tap the screen.

**Stretch** - Rejuvenating massage program that gently elongates muscles, enhances flexibility, and relieves tension.

**Chinese** - Therapeutic massage program using traditional techniques to restore balance, improve circulation, and relax muscles.

**Renewal** - Revitalizing massage program designed to refresh your body, release tension, and boost energy.

**Pain Relief** - Focuses on targeted pressure techniques to alleviate discomfort, reduce inflammation, and promote relaxation.

**Yoga** - Combines stretching and massage techniques to improve flexibility, align the body, and calm the mind.

**Recharge** - An energizing massage program designed to boost vitality, alleviate fatigue, and promote overall well-being.

**Siesta** - Offers a calming, light massage to refresh and rejuvenate you during an afternoon break.

**Rocking** - Uses gentle, rhythmic movements to soothe muscles, relieve tension, and promote deep relaxation.

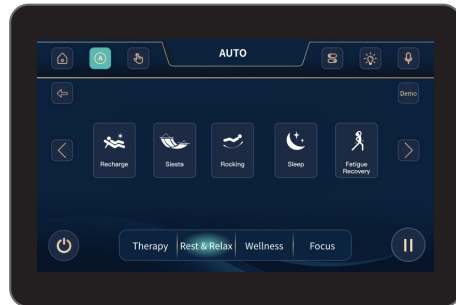
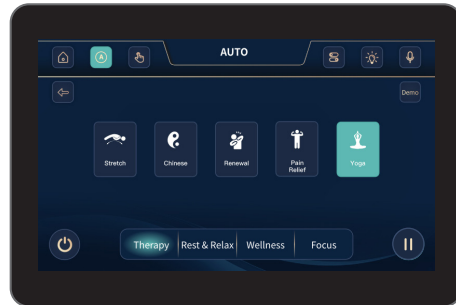
**Sleep** - A calming massage program designed to relax the mind, ease tension, and promote restful sleep.

**Fatigue Recovery** - targets tired muscles, boosts energy, and revitalizes the body, helping you feel restored.

**Deep Relief** - Uses intense pressure techniques to target deep muscle tension, offering long-lasting relaxation and comfort.

**Revival** - Combines deep tissue techniques to restore energy, relieve muscle tightness, and enhance overall well-being.

**Easy Care** - Gently targets muscle tension, providing soothing relief and promoting deep relaxation for recovery.



**Gentle** - Offers a soft, relaxing massage designed to reduce stress, alleviate tension, and soothe muscles.

**Sports** - Targets sore muscles and tension, aiding recovery, improving flexibility, and enhancing athletic performance and mobility.

**Mental Wellness** - Combines relaxation techniques to calm the mind, reduce stress, and promote emotional balance.

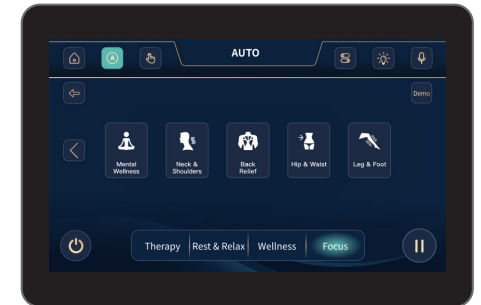
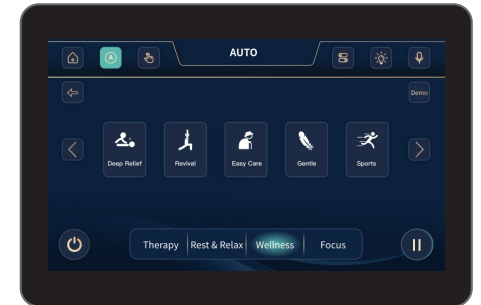
**Neck & Shoulders** - Targets tension in these areas, alleviating pain and promoting relaxation and mobility.

**Back Relief** - Focuses on soothing muscle tension, improving posture, and alleviating discomfort in the back area.

**Hip & Waist** - Targets tension in these areas, improving flexibility, circulation, and relieving discomfort effectively.

**Leg & Foot** - Relieves tension, improves circulation, and soothes fatigue, enhancing overall leg and foot comfort.

**Demo** - Offers a brief, introductory massage experience, showcasing techniques designed to relax and refresh the body.





# Taking Control

## Manual Mode

There are 7 adjustable modules under the manual program: **Mode, Position, Speed, Width, Foot Rollers, 4D Back, and Heat.**



**Mode** - Controls the massage technique of the back mechanism. The options are: **Knead, Tap, Knead & Tap, Shiatsu, and Knock.** Tap screen to select setting.

**Knead** - Circular motions to relieve muscle tension.

**Tap** - Rhythmic tapping to simulate blood flow and relaxation.

**Knead & Tap** - A combination of both techniques for deeper relief.

**Shiatsu** - Deep-pressure massage mimicking traditional finger pressure therapy.

**Knock** - Repetitive, firm motions that help loosen tight muscles.

**Position** - Adjust how the back mechanism moves along the track. **Full** covers the entire length, **Upper** focuses on the neck and shoulders, and **Lower** targets the lumbar region. **Partial** travels a short distance and reverses for concentrated relief, while **Point** stops at one location for precise targeting. **Note:** When **Partial** or **Point** is chosen, use the "+" and "-" controls on the tablet to move the rollers up or down.

**Speed** - Increase or decrease the speed of the back mechanism. **1=slow, 2,3,4, 5=fast** (note: massage speed can be adjusted when in Manual mode). Tap screen to select setting.

**Width** - Increase or decrease the width of the back mechanism, choose from: **Narrow, Medium, or Wide** (note: width can only be adjusted in tap, knock, and shiatsu modes).

**Foot Rollers** - Turn on Foot Reflexology Rollers and choose your desired foot roller speed: **1=slow, 2, 3=fast, or off** (deactivate foot rollers). Tap screen to select setting.

**4D Back** - Use this control to increase or decrease the maximum intensity of the 4D back mechanism. This setting will set the upper limit of the 4D fluctuations throughout your massage. **0=light, 2,3,4, 5=firm.** Tap screen to select setting.

**Heat** - Activate lumbar heat and choose your desired heat setting "**on**" or "**off**" (deactivate lumbar heat). Tap screen to select setting.

## Air Settings

Configure the air settings to target specific areas by selecting Full Body, Upper, Lower, or turning the airbags Off entirely. Adjust the air intensity to your preference, with levels ranging from 0 (Off) to 3 (Firm) for a tailored compression massage.



**Air Zone** - Choose your desired airbag region/s: Full, Upper, Lower, or Off. Selecting Full will override any selections and all airbags become active.

**Air Intensity** - Increase or decrease the intensity of the 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. 0= off, 1= light, 2, 3=firm or 0=off. Tap screen to select setting.

## Memory Programs

Your chair has the ability to save your favorite customized massage programs to memory.



**Save** - Save an auto program or manual massage just by tapping the 'save' button, there are 3 save slots that you can choose from. If you would like to overwrite any saved program, just tap and hold the 'save' button until the program is deleted and/or overwritten.

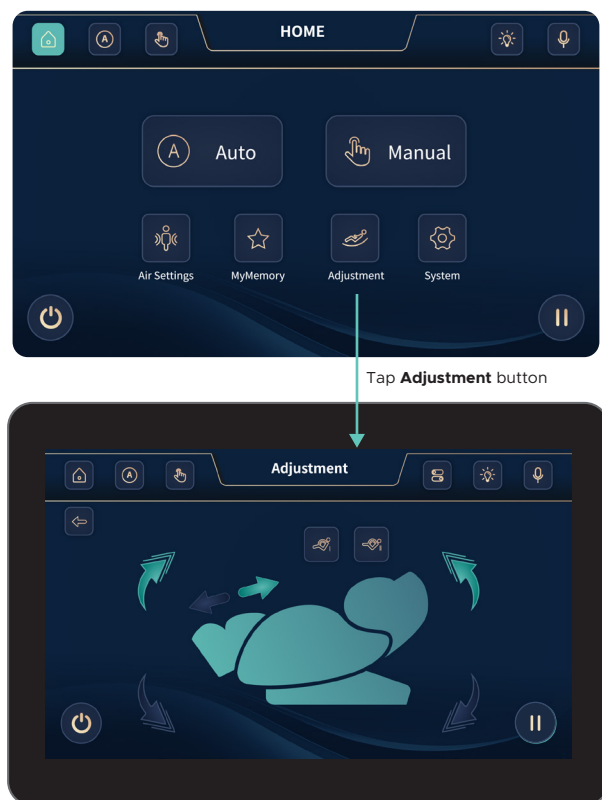
**Run** - Tap Run to launch your personalized massage program from the saved memory slot and enjoy your custom session exactly the way you like it.



# Taking Control

## Adjustment

Toggle the adjustment button to set the chair's recline and footrest settings.



**Footrest Up/Down** - Use this control to raise or lower the footrest. Tap and hold to lift the footrest; release when it reaches your desired position. Tap and hold again to lower it.

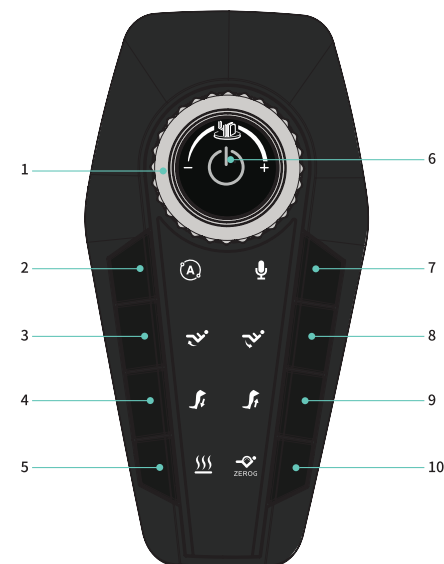
**Footrest In/Out** - Use this control to extend or retract the footrest. Tap and hold to slide the footrest outward; release to stop. Tap and hold again to bring it back in.

**Backrest Up/Down** - Use this control to adjust the backrest angle. Tap and hold to raise the backrest; release to stop. Tap and hold again to recline it.

**Zero Gravity 1 & 2** - Use this control to select your preferred Zero Gravity position. Tap once for Zero Gravity 1, which offers a gentle recline. Tap again for Zero Gravity 2, a deeper recline for enhanced weightlessness and pressure relief.

## Quick Access Control Panel

The quick access control panel offers buttons to quickly navigate specific settings, programs, and options.



The conveniently designed quick-access control panel provides users with effortless navigation, allowing them to seamlessly explore various settings, massage programs, and customization options for a truly personalized relaxation experience.

**1. Knob** - Turn the knob clockwise to increase the 4D massage mechanism intensity and counterclockwise to decrease it. There are a total of 6 levels, when reaching the maximum or minimum level, the chair will make beeping noises telling you that its successful.

**2. Auto Mode** - Press to switch between 20 auto programs.

**3. Raise Footrest** - Press to raise the footrest.

**4. Footrest Out** - Press to let the footrest out.

**5. Heat** - Press to turn "on" or "off" heat.

**6. Power** - Press to turn chair "on" or "off".

**7. Voice Command** - Press button to turn "on" voice commands, press and hold for 3 seconds to turn "off" voice commands.

**8. Lower Footrest** - Press to lower the footrest.

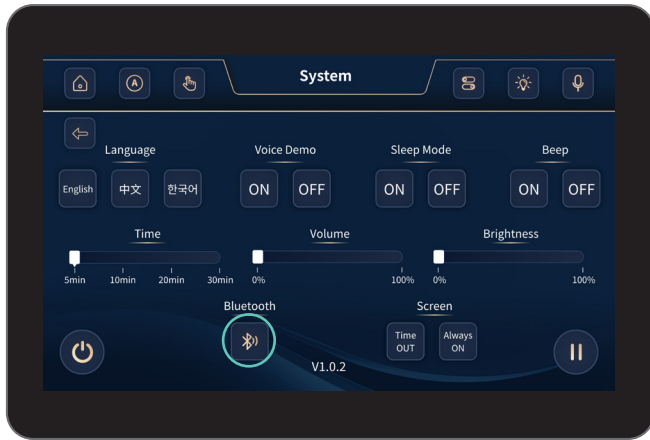
**9. Footrest In** - Press to let the footrest in.

**10. Zero Gravity** - Press once to enter Zero Gravity 1, press again to enter Zero Gravity 2.

# Taking Control

## Bluetooth®

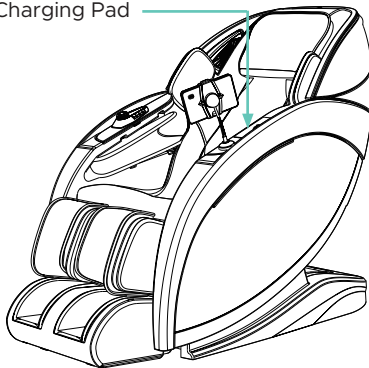
The Bluetooth® setting lets users effortlessly connect their devices, immersing themselves in their favorite music, podcasts, or soothing sounds for a truly enhanced and relaxing massage experience. Simply tap the Bluetooth® icon and Bluetooth® will turn on, then pair your device to Aura® Elite. Tap the Bluetooth® button again to turn off.



## Wireless Charging Pad + USB-C Port

Your massage chair has a built-in wireless charging pad which allows you to charge your capable smart devices simply by placing them on the pad located on the left arm panel. In addition, your chair has a USB-C type port which you can use to charge your smart devices with your own USB-C type cable. **Note: If the chair is powered on the charging function will always work, however, if the power at the base is switched off, charging will not work.**

Wireless Charging Pad



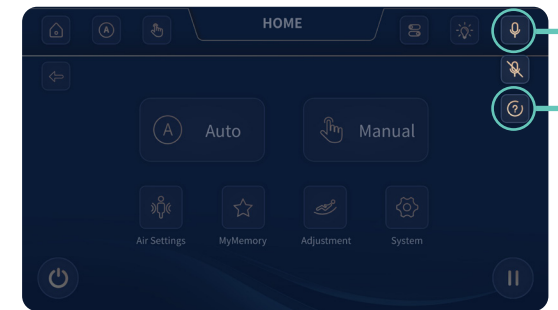
## Intelligent Voice Command + Control

Your chair features built-in intelligent voice control, letting you adjust your massage hands-free. It works when the chair is on or up to 20 minutes after an auto program ends.

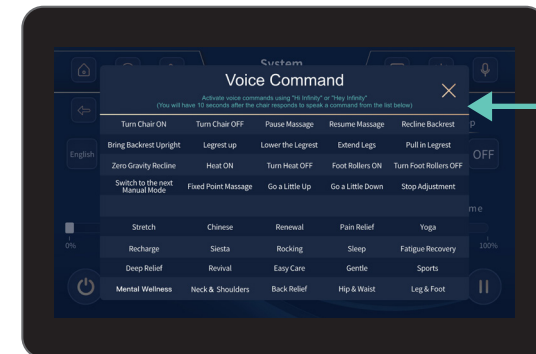
**To activate Voice Command**, say **“Hi Infinity”** or **“Hey Infinity”** and give a command within 5 seconds. You can also press the voice command button on the control panel or tap the button on the tablet. Speak clearly and slowly for best results.

**Deactivating Voice Command + Control** - To deactivate Voice Command, tap the microphone icon on the in-use screen, press the voice command button on the tablet, or hold the control panel button for 3 seconds. Once deactivated, commands won't work until reactivated.

Tap the **microphone button** to turn **on** voice commands.



Tap the **(?) button** to bring up a list of voice commands.



Next, turn the page to see all of the **voice commands** that you can use.

## Settings Commands

Turn Chair ON  
 Turn Chair OFF  
 Pause Massage  
 Resume Massage  
 Recline Backrest  
 Bring Backrest Upright  
 Legrest Up  
 Lower The Legrest  
 Extend Legs  
 Pull In Legrest  
 Zero Gravity Recline  
 Heat ON  
 Turn Heat OFF  
 Foot Rollers ON  
 Turn Foot Rollers OFF  
 Switch To The Next  
 Manual Mode  
 Fixed Point Massage  
 Go A Little Up  
 Go A Little Down  
 Stop Adjustment

## Program Commands

Stretch  
 Chinese  
 Renewal  
 Pain Relief  
 Yoga  
 Recharge  
 Siesta  
 Rocking  
 Sleep  
 Fatigue Recovery  
 Deep Relief  
 Revival  
 Easy Care  
 Gentle  
 Sports  
 Mental Wellness  
 Neck & Shoulders  
 Back Relief  
 Hip & Waist  
 Leg & Foot

# Settings

## System

Tap **System** on the home display to enter the system display screen. Use this screen to adjust and personalize your chair and touch screen tablet settings.



**Language** - Tap this button to enter the language selection screen. Select your desired language by tapping one of the buttons: English, Chinese, or Korean.

**Voice Demo** - When Voice Demo is on – a spoken narration comes through the speakers while the DEMO massage program is running. The Voice Demo gives an overview of how massage chairs work to benefit your health & wellness. When Voice Demo is off the DEMO massage program will run normally. This Audio track only works with the DEMO program.  
**Note: Voice Demo will only work when Bluetooth® is OFF and the Voice Demo setting is ON.**

**Sleep Mode** - When sleep mode is **ON**; the chair will stay in its reclined position. When sleep mode is **OFF**; the chair will return to its upright position. Create a calm environment that helps you relax and fall asleep more easily.

**Beep** - Emits a beeping sound when selecting settings, programs, and options. Use these buttons to turn beep mode on or off.

**Time** - Increase or decrease the massage time during your session. Tap and drag the slider left to reduce time or right to increase your massage time.

**Volume** - This setting controls the percentage of the paired Bluetooth® device's volume applied to the speakers. First, adjust the volume on your Bluetooth® device to your preferred level. Then, use the slider to further reduce the speaker volume if desired. 100% maintains the Bluetooth® device's set volume in full without reduction.

**Brightness** - Control your desired brightness where **0%=dim** and **100%=bright**. Tap and drag the slider left or right.

**Bluetooth®** - Tap Bluetooth® on and connect it to a Bluetooth® capable device for playing music, podcasts, or any audio driven program. Tap the Bluetooth® button again to deactivate.

**Screen** - When the **Time OUT** button is lit the display screen will turn off after a few minutes of no activity. Touch the screen anywhere to wake it up. Tap the button to **Always ON** and the screen will never turn off.

# 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 265 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>.**

# Fixing Issues

## Trouble Shooting

No.	Symptoms	Possible Causes	Possible Solution
1	Noise is heard while in use	These noises are normal and arise from friction between the massage rollers and the faux leather cover	No need to take any measures
2	Massage Chair does not start	<ul style="list-style-type: none"> <li>- The power cord is not secured into the socket</li> <li>- Not switched ON</li> <li>- The fuse is blown</li> </ul>	<ul style="list-style-type: none"> <li>- Insert the power plug properly into the power socket</li> <li>- Turn on power switch on the back of the base of the chair. Then tap power button on tablet</li> <li>- Replace only with a fuse of same type and rating</li> </ul>
3	No music comes from the speaker	The volume is turned to the lowest setting	Adjust the speaker volume from the mobile device. Make sure Bluetooth setting on chair and phone are both ON
4	Backrest or footrest can not raise or recline	Excessive load has been pressed on the backrest or legrest	Reduce the load and try again
5	Airbag malfunction	The air hose is blocked	Straight the air hose and clearout the blockage

If problem remains, please contact Infinity for maintenance.

**Tip:** Do not attempt to repair this product yourself, our company shall not be liable for the injury or damage caused by any servicing without authorizations. Thank you for your cooperation

## Specifications

Model	Aura® Elite 4D
Dimension of Main Body (in)	63.5" x 29.5" x 45.75" (LxWxH)
Necessary Clearance to Wall (in)	4"
Net Weight (lbs)	212
Shipping Weight (lbs)	245
Max. User Weight (lbs)	265
Voltage	120V~
Rated Current	1.5A
Power Consumption	180W

# 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 to reduce upper body intensity.
2. From the in-use display screen, tap manual and use the **4D Back** setting to decrease the intensity of the back massage mechanism (0=off, 1=soft, 2, 3, 4, 5=firm).
3. From the home display tap the **Air Settings icon** to adjust air massage region
  - If a specific airbag is too intense, turn off full body and turn on only the airbags you want.
4. Adjust the recline on the tablet and quick access panel. More upright will be less intense. Weightless Zero Gravity Recline will be more intense.
5. 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. While in auto program in-use display screen simply tap the foot rollers setting to turn off. While in Infinity control display screen, select additional settings, and then tap the foot rollers setting to turn off.

### 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)

## 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>

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