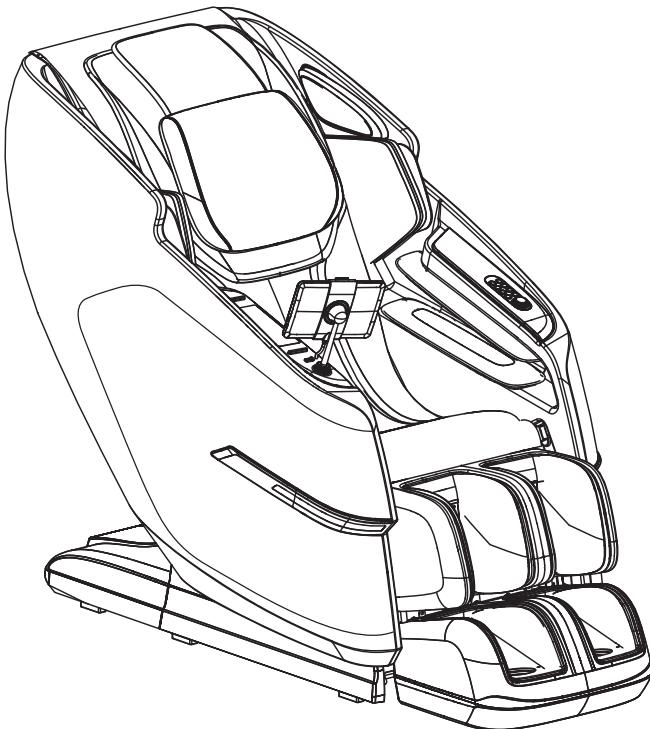


**KYOT<sup>A</sup>**

The World's Most  
Advanced Massage Chairs®

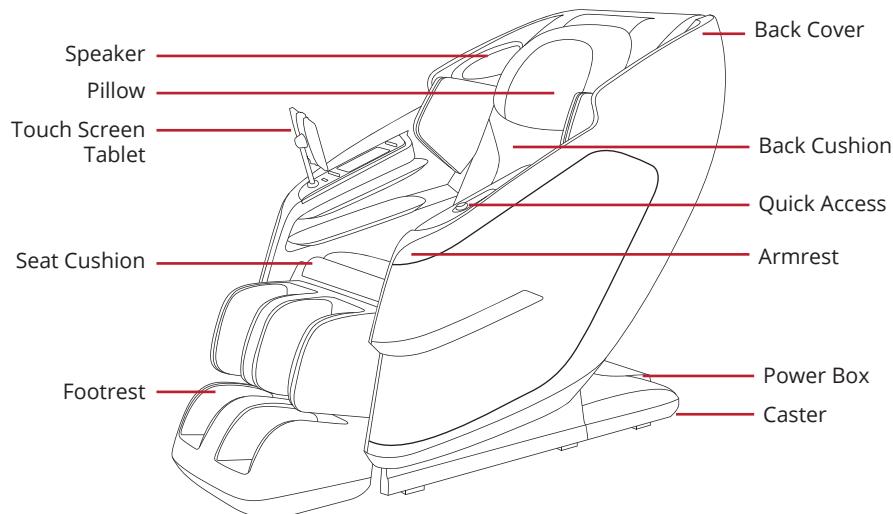


# User Manual

**Konbi M728 DualPro  
4D Massage Chair**

# Your Chair

## External Structure



## Welcome to



Thank you, and congratulations on purchasing your very own Kyota Massage Chair - you've made a great decision. Welcome to the Kyota family.

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. Use it as a tool to get to know all the features of your new chair.

**Sit back, relax, and enjoy your new Kyota massage chair!**

## Warranty Registration

Register your product at [www.kyotamassagechairs.com/warranty/registration](http://www.kyotamassagechairs.com/warranty/registration) 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.kyotamassagechairs.com/assembly-tutorials](http://www.kyotamassagechairs.com/assembly-tutorials)

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



SCAN CODE

# Chair Features

- Dual Back Mechanism**
- 8" Touch Screen Tablet**
- 12 Auto Programs**
- Zero Wall Fit® Space-Saving Technology**
- TrueFit® Body Scanning**
- Airbag Compression Therapy**
- Intelligent Voice Command + Control**
- Health Scan + Sensor**
- Meditation Programs**
- SootheMe® Sounds**
- Bluetooth® Speakers**
- Wireless Charging Pad**
- USB-A Charging Port**
- Weightless Zero Gravity Recline**
- Lumbar Heating + Cooling**
- Quick Access Control Panel**
- Dual Foot Rollers**

# Table of Contents

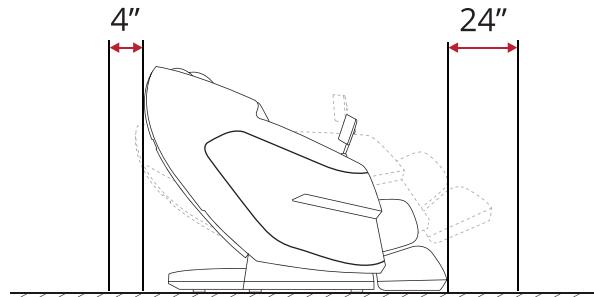
<b>Preparation</b>		<b>System</b>	
Installation Site	6	Sleep Mode	24
Clearance Space for the Chair	6	Bluetooth®	24
Floor Protection	6	Voice Control	25
Move Methods	7	Voice Commands List	25
Connect to Power	7	Display Brightness	25
<b>Chair Setup</b>		Language	25
Main Power Switch	8	Firmware Version	25
Adjust Pillow	8	Help	25
TrueFit™ Body Scanning	8	<b>Staying Safe</b>	26
Getting out of the Chair	9	<b>Fixing Issues</b>	
Chair Entry and Exit Hazards	9	Troubleshooting	29
Tablet Layout	10	Specifications	29
Tablet Operation	11	Frequently Asked Questions	30
<b>Getting Started</b>		Warranty	31
Auto Programs	12		
In-Use Screen	13		
Custom Selections	13		
Manual Settings	15		
Health Scan	16		
Favorite Programs	17		
<b>Personalize Experience</b>			
Adjustments	18		
Sound Settings	18		
Quick Access Panel	20		
Wireless Charging Pad	22		
USB-A Charging Port	22		
Intelligent Voice Command + Control	23		

# Preparation

## 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.



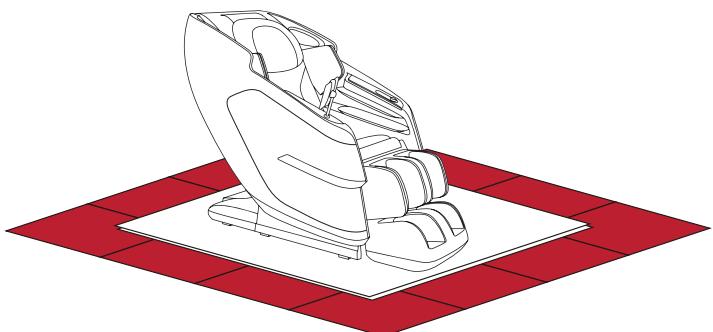
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

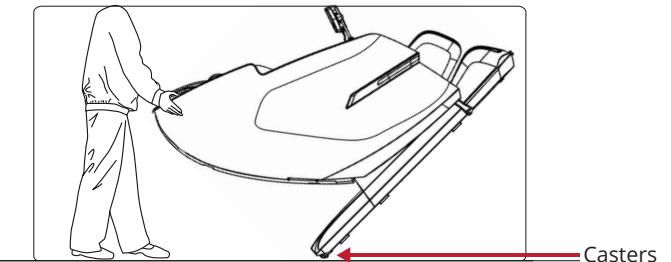
For added protection, we recommend placing a thin carpet or soft mat beneath your massage chair to help prevent scratches or damage to your flooring while you relax.



- 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 Casters. 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.

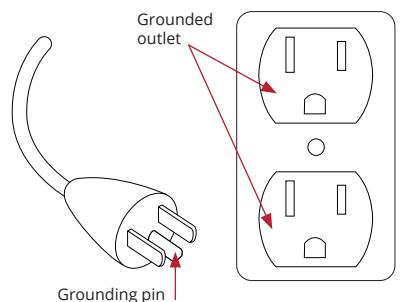
### WARNING

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.

### Earthing

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

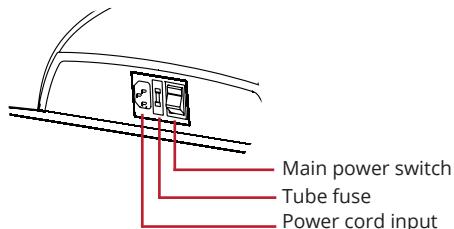


# Chair Setup

## Getting Comfortable

### Main Power Switch

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



### Tablet Power Switch

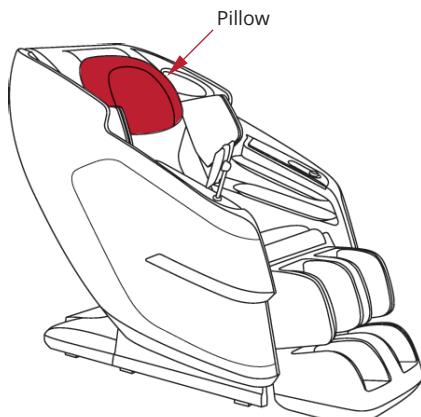
With the main power switch ON, touch the display to wake up the screen then press the Power button on the screen. A yellow warning screen will appear, please read and acknowledge by tapping to confirm.



- To avoid possible damage to product or injury to unsupervised children, always turn off the main 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

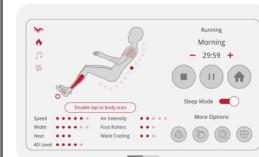
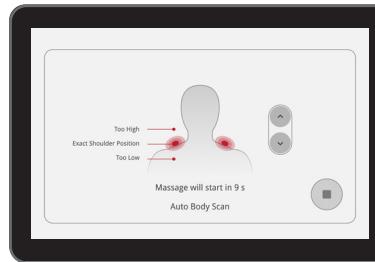
Take a seat in the chair and take note of where the neck pillow rests on your neck. Adjust the pillow so that it rests comfortably in the arch of your neck. To increase intensity to the neck & shoulders, flip it up out of the way, or use the zipper to remove it all together.



### TrueFit® Body Scanning

TrueFit® Body Scanning uses advanced sensors to map your body's contours, identifying key areas like the shoulders, spine, and hips. This allows the chair to customize the massage by adjusting position and pressure to suit your unique shape. Simply select an auto program, let the chair scan your body, adjust the back mechanism to start on your shoulders, and the massage will begin. You can fine-tune the back mechanism's highest point during the countdown using the up and down arrows if needed.

## TrueFit® Body Scanning

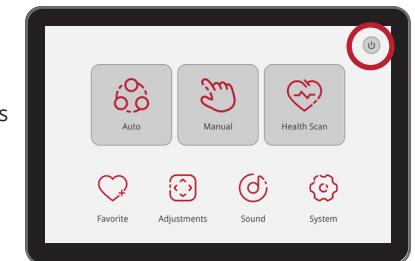


Massage program will start after countdown timer

## Getting Out of The Chair

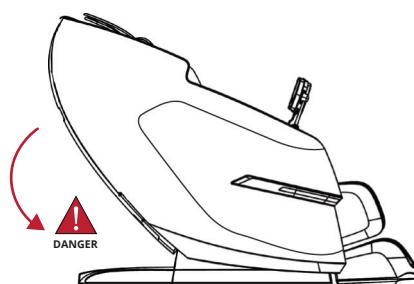
To easily exit the chair at any time, tap the **POWER** button on the upper right of the home display. Alternatively, you can also press and hold the power button found on the left arm panel on the Quick Access Control Panel, until the chair starts to reset.

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

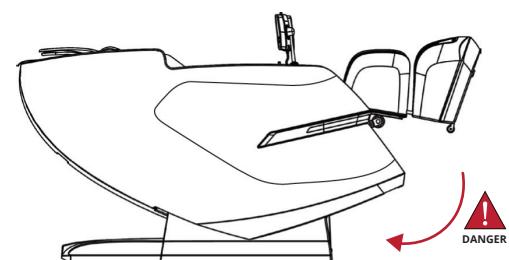


## Chair Entry and Exit Hazards

**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.**



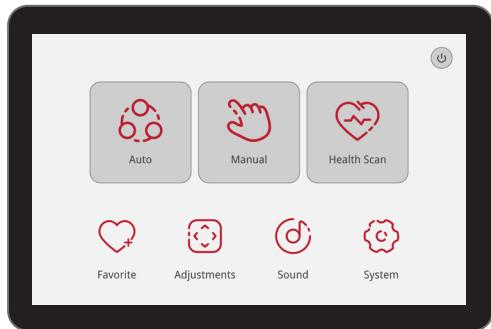
Make sure to check for children or pets **between the chair back and the base of the chair** before entering zero gravity recline.



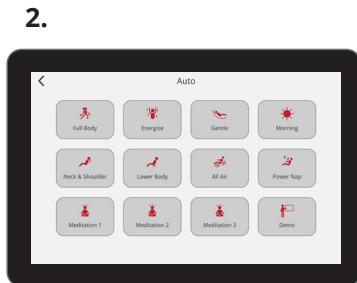
Make sure to check for children or pets **underneath the footwell** before exiting zero gravity recline and returning to upright position.

# Chair Setup

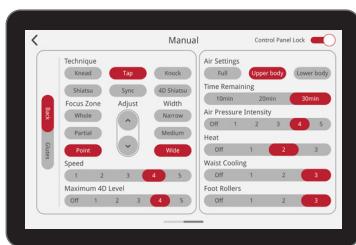
## Tablet Layout



1.



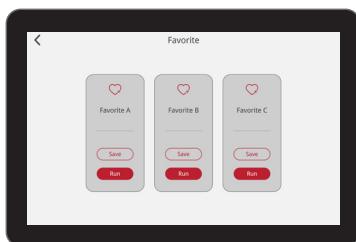
2.



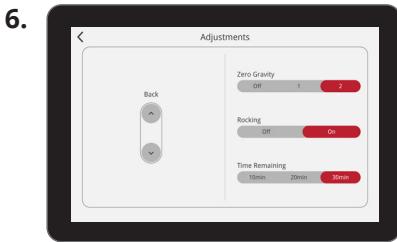
3.



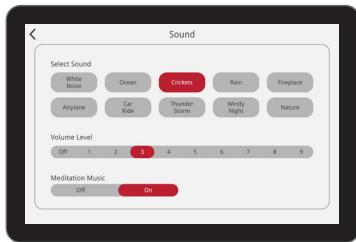
4.



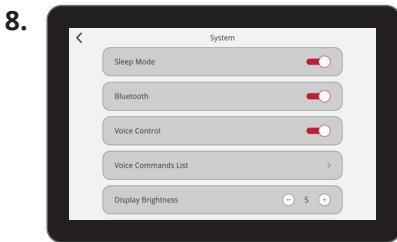
5.



6.



7.



8.

## Tablet Operation

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

**2. Auto Programs** – Choose from 12 auto programs, each with preset settings that run automatically so you don't have to set anything up.

**3. Manual Settings** – Have a particular spot that needs more work? Take the power of massage into your own hands with Manual Settings. Use this screen to fully customize your own massage and find the perfect treatment for you.

**4. Health Scan** – A customized program that uses artificial intelligence to scan your body, then measures your heart rate, blood oxygen, and suggests a massage program based on your fatigue level.

**5. Favorite** – Allows you to save massage sessions from auto programs or manual massages. Recall a program saved to memory and run it whenever you would like.

**6. Adjustments** – Recline or raise the backrest, adjust Zero Gravity levels, turn Rocking mode on or off, and increase or decrease the massage time.

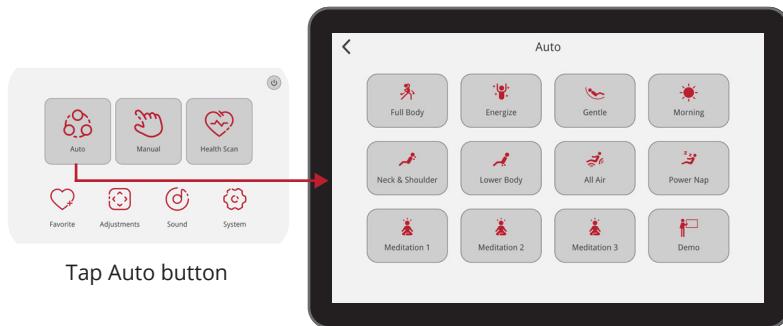
**7. Sound** – Use this screen to select and control sounds from your massage chair. There are two types of audio: SootheMe® Sounds and Meditation Music.

**8. System** – From this page, you can access system settings such as Sleep Mode, Bluetooth®, Voice Control, the Voice Commands List, Display Brightness, Language Selection, Firmware Version, and Help Information.

# Getting Started

## Auto Programs

From the home display, tap the **AUTO** button to enter Auto Program Menu. From here you can choose from a selection of 12 pre-choreographed massage programs. To start, tap the program you wish to run, wait for the body scan, adjust your shoulders, and enjoy your massage.



**Full Body** – Reduce built up tension carried in the body or unwinding after a stressful day.

**Energize** – Re-invigorate stiff muscles and boost energy levels after physical activity.

**Gentle** – A gentle approach in fine tuning a massage perfect for beginners.

**Morning** – Start your routine right, set for the morning, easy stretching and mobility.

**Neck & Shoulder** – Designed to be an incredible injury prevention program. Mainly targets the neck and shoulders.

**Lower Body** – Focused specifically on the glutes. This program brings relaxation to your lower body to relieve built up tension.

**All Air** – Air compression therapy relieves the whole body, best for tired or weak muscles.

**Power Nap** – A revitalizing massage that is ideal for a mid-day boost.

**Meditation 1** – 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 with melodic music.

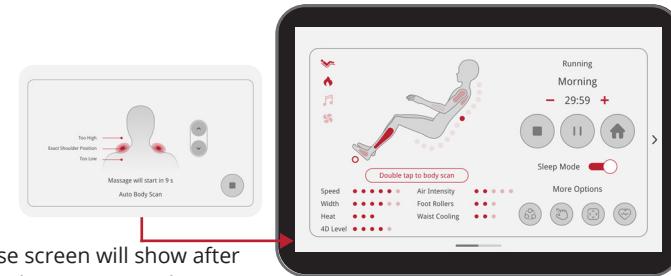
**Meditation 2** – Breathe in deeply and exhale your stress while this rhythmic massage program works to alleviate your tired muscles, reinvigorate your spirit, and plays meditative music.

**Meditation 3** – This program is crafted to provide relaxation for both the body and mind, using a distinctive blend of varying intensities to induce a state of emotional and physical calm with the addition of meditative music.

**Demo** – Quick 6 minute show of the massage chair's functions and features.

## 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.

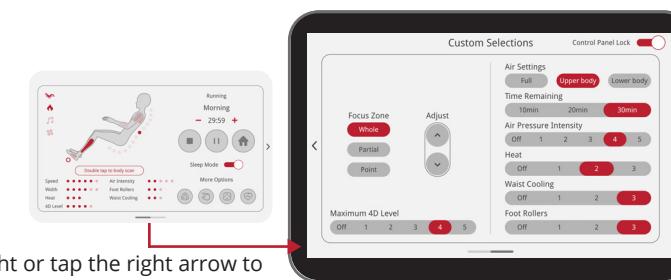


## Custom Selections

To personalize your massage to your exact needs, tap the right arrow or swipe right on the Tablet 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, back heat and cooling options. To return to the In-Use screen, simply swipe left or tap the arrow on the Tablet screen, which will take you to the In-Use 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.



# Getting Started

## Focus Zone

Customize your massage for maximum relief. Choose **Whole** for a full-back experience, **Partial** to target upper or lower sections, or **Point** to zero in on a specific spot and melt away tension.

## Adjust

Adjust the roller mechanism to **move** smoothly **up** or **down**, press the screen to continuously move the mechanism up or down.

## Maximum 4D Level

Use this control to increase or decrease the maximum intensity of the upper 4D back mechanism that works the back and shoulder regions. All auto massages are programmed to have varying 4D intensity, this setting will set the upper limit of these fluctuations. **1 = soft, 2,3,4, 5 = firm, or Off**. Tap screen to select setting.

## Air Settings

Choose your desired airbag region/s: **Full, Upper Body, or Lower**. 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.

## Time Remaining

Tap screen to select your desired massage timer length: **10 minutes, 20 minutes, or 30 minutes**. The massage chair will turn off automatically and reset after the timer is up. *Note: If Sleep Mode is on, the chair will stay reclined.*

## Air Pressure Intensity

Increase or decrease maximum intensity of airbag massage. All auto massages are programmed to have varying levels of airbag intensity, this setting will set the upper limit of these fluctuations. **1 = soft, 2, 3, 4, 5 = firm, or Off**. Tap screen to select setting.

## Heat

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

## Cooling

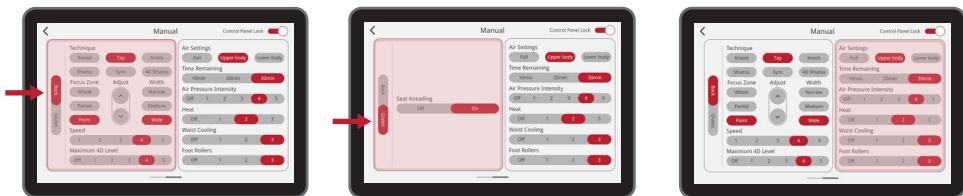
Activate lumbar cooling fan and choose your desired fan speed level: **1 = low, 2, 3 = high, or Off** (deactivate lumbar cooling). Tap screen to select setting.

## Foot Rollers

Activate Foot Roller intensity, **1 = slow, 2, 3 = fast, or Off**.

## Manual Settings

From the home display, tap the **MANUAL** button to enter manual settings screen. From here you can choose from a selection of manual settings customized for your massage.



### Back Mechanism

Controls setting to the main upper mechanism of the back. Choose a technique, a zone of travel, speed, and 4D depth. Width setting is not available on Knead and Sync techniques. For Point and Partial zones use the up/down arrows to move the mech into place.

### Technique

Mimic the hands-on methods of a massage therapist using techniques such as: Knead, Tap, Knock, Shiatsu, Sync, and 4D Shiatsu.

### Focus Zone

Targets for concentrated massage therapy, using specialized techniques and adjustable settings such as **Whole, Partial, and Point**, to relieve tension and enhance relaxation.

### Adjust

Customizable settings that allow users to move the back mechanism to a different location when in Partial or Point mode.

### Width

Adjust the distance between the massage rollers or nodes; choose between **Narrow, Medium, or Wide**. *Note: Cannot use width with the bottom mechanism, or the Kneading and Sync techniques.*

### Speed

Controls the rate at which the massage rollers mechanisms move. Choose between **1 = slow, 2, 3, 4, 5 = fast**.

### Time Remaining

Change your massage session to **10/20/30 minutes**, just tap the screen to select your setting.

# Getting Started

## Air Settings

Choose between **Full Body**, **Upper Body**, or **Lower Body**. When Full Body is selected, all airbags turn on.

## Air Pressure Intensity

Air pressure intensity refers to the level of force applied by an air compression system in massage chairs, which can vary to provide different degrees of pressure and stimulation to targeted body areas for therapeutic benefits.

## Heat

Heat refers to the application of therapeutic heat to the feet & the lower back area, which can help alleviate muscle tension, reduce pain, and promote relaxation by increasing blood flow to the affected region.

## Cooling

Lumbar cooling involves a cooling fan to the lower back area to keep you cooler in warmer settings.

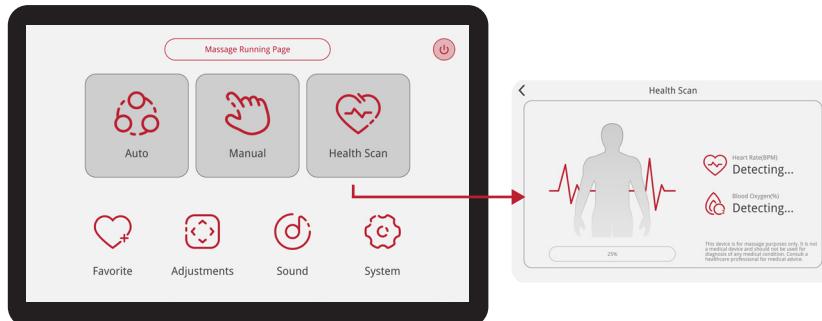
## Foot Rollers

Foot rollers are massage tools designed to relieve tension and improve circulation in the feet by allowing users to roll their feet over the textured surface, applying pressure to specific areas and stimulating acupressure points.

## Health Scan

Health Scan uses advanced sensors to read your heart rate and blood oxygen levels, giving you a quick snapshot of how your body is doing. With this info, it gauges your fatigue index and automatically recommends a massage program for your body. It's like having a wellness assistant built right into the chair.

**WARNING: This device is for massage purposes only. It is not a medical device and should not be used for diagnosis of any medical condition. Consult a healthcare professional for medical advice.**



## Start Scanning

Place any finger on the health sensor located under the right armrest. The chair will scan your heart rate and blood oxygen levels and display them on the screen. Based on your fatigue level, it will then recommend a Health Program for you to try.

## Heart Rate

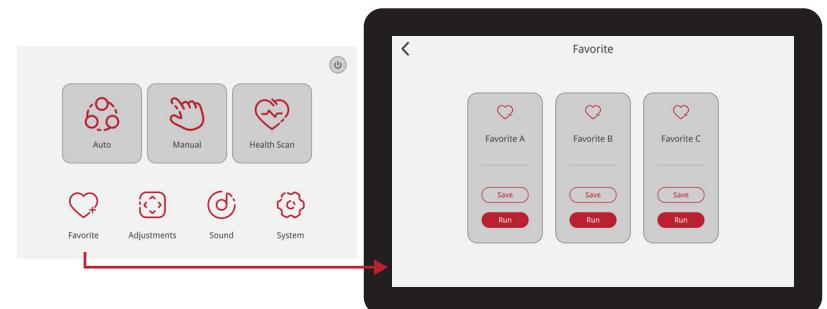
Heart rate refers to the number of times a person's heart beats per minute and is a vital indicator of cardiovascular health. It can vary based on factors such as physical activity, stress, illness, and overall fitness levels for adults.

## Blood Oxygen

Blood oxygen levels refer to the amount of oxygen circulating in the blood, typically measured as a percentage known as oxygen saturation (SpO2).

## Favorite Programs

Saving favorite programs in a massage chair allows users to quickly access their preferred massage settings and routines without having to reconfigure them each time. This feature enhances convenience and personalization by storing user-specific preferences for a more tailored and consistent massage experience. From the home display, select FAVORITE to go to the Favorite screen, tap save or run to initiate the program.



## Save

Tap on one of the slots and save the program. This will allow you to save your favorite auto program or manual massage program to your massage chair for easy recall.

## Delete

Tapping Save on a previously saved memory slot will erase the old program and replace it with the new program.

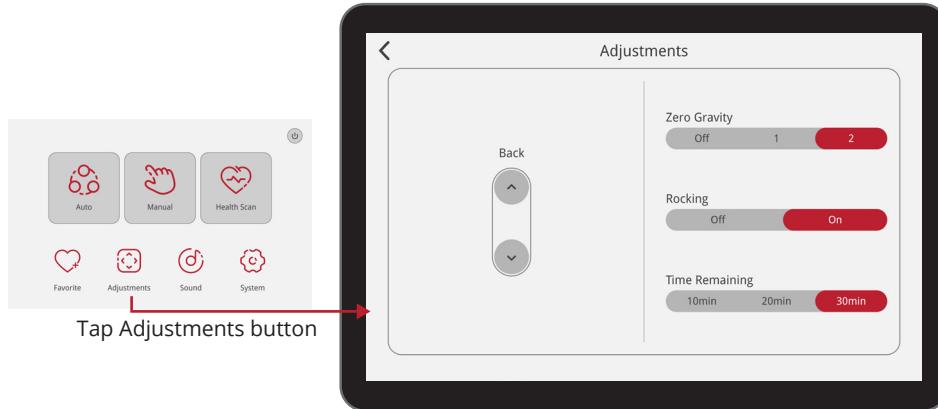
## Run

After saving a program, you can tap run to initiate the program.

# Personalize Experience

## Adjustments

While your massage program is running, use the **Adjustment** screen to make adjustments to your chair angle, Meditation Music, Zero Gravity, Rocking, and Time Remaining.



### Back

Press the up arrow to incline the chair, press the down arrow to recline the chair. Tap and hold to continuously move the back mechanism.

### Zero Gravity

Use this setting 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.

### Rocking

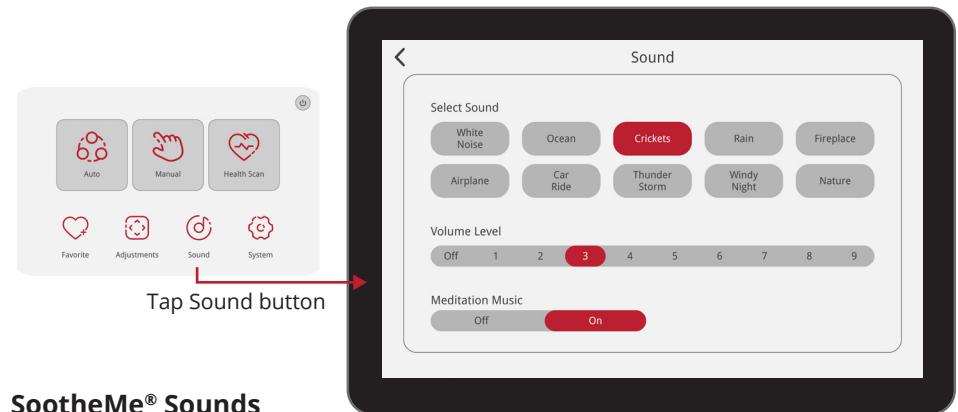
Use this setting to enter a state of rocking back and forth, this feature is great for those who want a traditional method of a rocking chair. Select Rocking ON to add chair movement to any massage Auto program.

### Time Remaining

Choose between 10 Minutes, 20 Minutes, and 30 Minutes, choosing one of these options will increase or decrease the time of your current session.

## Sounds

Tap **Sound** on the home display to enter the **SootheMe® Sounds** display screen. Use this screen to select and control the **SootheMe® Sounds** feature of your chair. The selected sound will play from the speakers next to your head. To turn **SootheMe® Sounds** off, de-select the activated sound.



## SootheMe® Sounds

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

### Volume Level

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

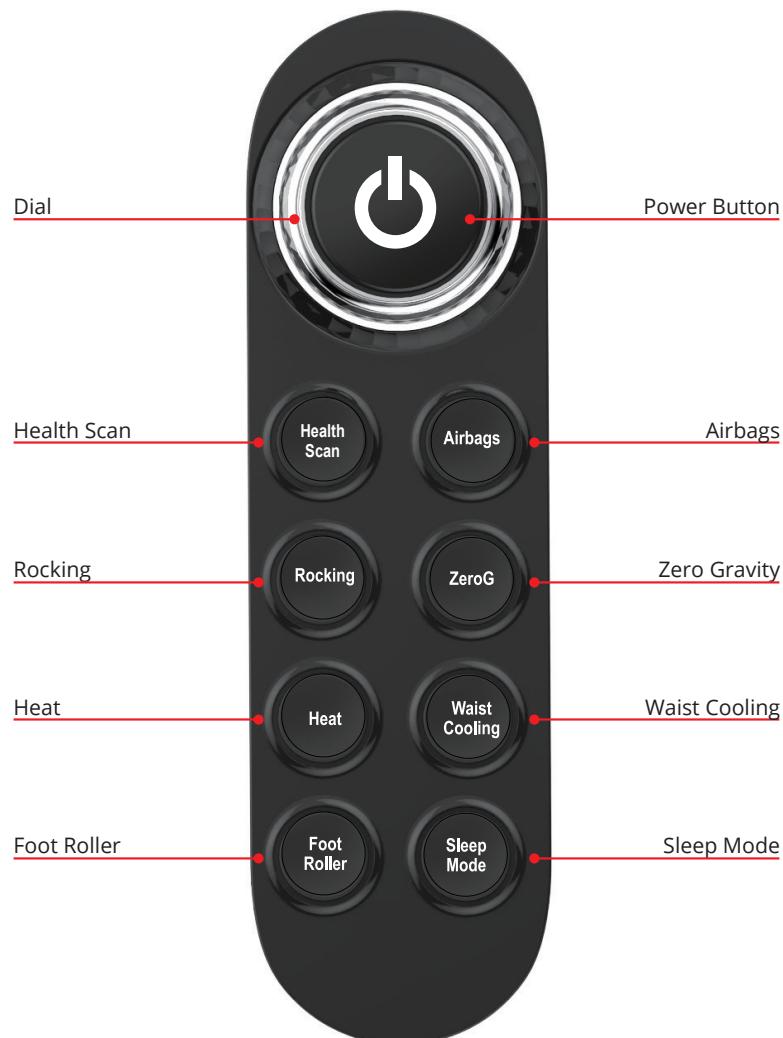
### Meditation Music

Sit back and relax as the chair takes you into a deep relaxing massage as meditative music plays in the background through the speakers when running Meditation 1, 2, and 3 programs. Turn Off Meditation Music by tapping OFF.

# Personalize Experience

## Quick Access Panel + Dial & Button Control

This is your massage chair's quick access panel + dial and button control on the left side of your armrest.



### Power Button

Press and hold the power button to turn on the massage chair, the light will illuminate. Press and hold the power button again to turn off, the light will no longer be illuminated. When the chair is operational, quickly press the power button to cycle through auto programs.

### Dial Button

Turn the dial clockwise to increase the 4D intensity of the back mechanism, turn counter-clockwise to decrease.

### Health Scan

Place your finger on the health scan sensor in the right armrest, then press the Health Scan button to be taken to the Health Scan screen.

### Airbags

Increase or decrease Airbag intensity. Cycles up in intensity then resets to the lowest intensity sequentially.

### Rocking

The Rocking feature gently tilts the chair back and forth in a smooth, cradle-like motion. It helps your body relax, releases tension, and adds a soothing rhythm to any massage program. Use it to create a calm, swaying experience while the chair works on your muscles.

### Zero Gravity

Press this button to enter into a state of Zero Gravity. The first time you press will slightly recline the chair to its first position, press again to fully recline, and once more to return to an upright position.

### Heat

Press this button to adjust the lumbar heat to your comfort—choose from warm, medium, hot, or turn it off entirely.

### Waist Cooling

Soothe and refresh your lower back with a gentle flow of air. Press this button to activate the cooling feature, and press it again to turn it off when you're done.

### Foot Roller

Easily cycle through the foot roller speeds—slow, medium, or fast—or turn it off entirely for a customized foot massage experience.

### Sleep Mode

Turn this on so that the chair does not reset after your massage program is done, fall asleep in the chair easier then getting out once the program ends.

# Personalize Experience

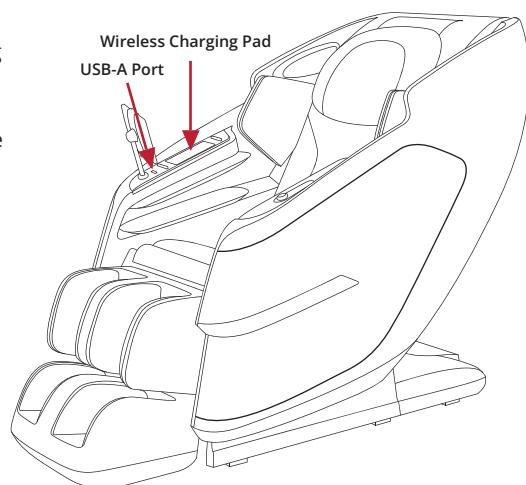
## Wireless Charging Pad

Your massage chair has a built-in **Wireless Charging Pad** which allows you to charge your smart device\* simply by placing them on the pad located on the right arm panel.

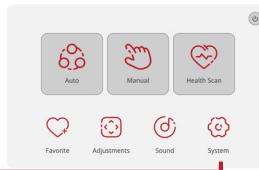
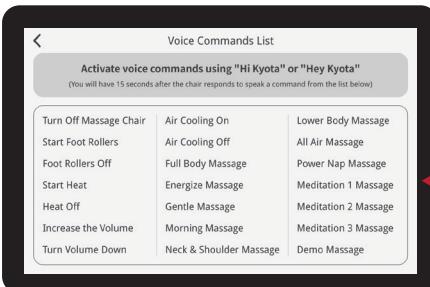
Note: The wireless charging pad works only when the chair power is turned on.

## USB-A Charging Port

Alongside the convenient wireless charging pad, you'll find a versatile USB-A Charging Port located right next to the 8" Touch Screen Tablet. Simply connect your favorite electronic device with a USB-A connection and enjoy a quick, easy recharge while you relax.



## Intelligent Voice Command + Control



A Voice Commands listing can be found in System. Tap the back arrow to exit when done.

**Say Phrase**  
**"Hey Kyota" OR "Hi Kyota"**

Then speak one of the following  
**Commands**

**Turn Off Massage Chair**  
**Start Foot Rollers**  
**Foot Rollers Off**  
**Start Heat**  
**Heat Off**  
**Increase the Volume**  
**Turn Volume Down**  
**Air Cooling On**  
**Air Cooling Off**  
**Full Body Massage**  
**Energize Massage**  
**Gentle Massage**  
**Morning Massage**  
**Neck & Shoulder Massage**  
**Lower Body Massage**  
**All Air Massage**  
**Power Nap Massage**  
**Meditation 1 Massage**  
**Meditation 2 Massage**  
**Meditation 3 Massage**  
**Demo Massage**

Your chair comes with built in intelligent voice command + control. This feature allows you to control your chair and massage experience completely hands-free by using one of the many voice commands. *Voice Commands work best when the Audio is either off or on a low volume so your voice can be clearly heard.*

### Turn On Listening

To turn on the intelligent voice control function, tap **System** from Home display, then tap **Voice Control** to turn **On**.

### Turn Off Listening

You can turn off intelligent voice control listening by using the tablet remote. Tap **System** from Home display, then tap **Voice Control** to turn **Off**. Intelligent voice control will now no longer activate until turned back on.

### Activating Voice Control

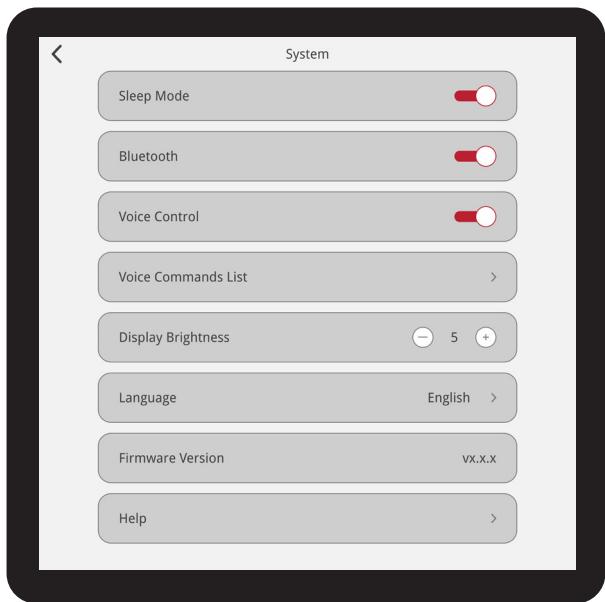
To activate, simply say **"Hey Kyota" OR "Hi Kyota"** (*Key-Oh-Ta*). You may now give your chair any of the listed commands **within 15 seconds**. Make sure to speak clearly and slowly. After 15 seconds the Intelligent Voice Command function will go to sleep automatically and must be awakened again by saying the activation phrase **"Hey Kyota" OR "Hi Kyota"**.

**Kyota is pronounced:**  
***"Key-Oh-Ta"***

# 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. Tap the arrow on the top left screen to return to the home screen.



### Sleep Mode

Toggle your desired sleep mode setting: **On or Off**. Tap screen to toggle 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 **M728 Konbi** to play music. To play music from your Bluetooth® enabled audio device, Bluetooth® must first be turned **on**.

### Voice Control

Voice Control lets you operate your chair using simple spoken commands, making it easy to adjust settings without lifting a finger. Tap the arrow to access the full Voice Commands List and see everything you can control by voice. Start by saying "**Hey Kyota / Hi Kyota**" then speak one of the 21 **voice commands** and your chair will initiate the command.

### Voice Commands List

Use this screen option to instantly access the full list of voice commands, putting effortless control right at your fingertips.

### Display Brightness

Easily adjust the touch screen tablet's brightness to your preference, creating the perfect illumination for a comfortable and relaxing experience.

### Language

Your chair is equipped with two language options: English and Chinese, allowing you to navigate and enjoy its features in the language that feels most comfortable.

### Firmware Version

Shows the current firmware version, keeping you informed about exactly what your chair is running on for a seamless experience.

### Help

If you need additional help with your chair, this setting will provide Kyota's customer service number and website.

### Return

Tap the arrow on the top left of the screen to return to the previous screen you were on.

# Staying Safe

## Safety Information

To ensure safe use of the massage chair and avoid injury or unsafe conditions, please read and follow all instructions before using product.

### ⚠ WARNING

#### USE NOT RECOMMENDED FOR CERTAIN PERSONS

Use of massage chair may not be safe or suitable for persons with certain medical conditions and could cause serious injury or death in some circumstances. If you have any of the following conditions, please consult a physician before using the massage chair:

- Use of implanted electronic medical devices (such as a cardiac pacemaker)
- Implanted medical fixation devices such as rods, pins, etc.
- Pregnancy
- Recent surgery or sutures
- Cancer, malignant tumors, or other growths
- Skin diseases or skin injury
- Osteoporosis or spinal fracture
- High fever
- Other fractures or musculoskeletal injuries
- Certain pulmonary or breathing conditions
- Loss of or reduced sensitivity to heat
- Impaired circulation

### ⚠ WARNING

To avoid possible death or serious injury to user or others, please read and follow these instructions:

- **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:

- Do not stand or stack heavy objects on footrest.
- Do not operate heating features of chair while under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- To avoid pinching or crushing, please do not place body parts, especially fingers and toes, between parts of chair and keep clear of moving parts.
- To avoid overheating, injury or discomfort from overuse, do not fall asleep while using massage chair and do not use for extended periods of time (longer than 20 minutes).
- Avoid use while under the influence of alcohol, medications or other substances that may cause drowsiness, disorientation, or impairment of judgment or motor skills.
- Do not use the massage chair right after a meal, as it may cause discomfort.
- If you feel any abnormal discomfort during the operation of the massage chair, turn off the power immediately and discontinue use.
- Do not use this appliance when ambient temperature is over 40 C (104 F).
- Do not use this appliance in humid or dusty environment, or when any part of the body is in contact with plumbing or any similar ground.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, dust and the like.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Place the product on a flat, level floor to reduce risk of tipping or overturning.
- Do not use or store near heat or open flame.
- Intended only for users who weigh below 300 lbs.
- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Massage chair intended only for use by one person. Do not use by two or more persons at the same time to avoid damage to the product.
- Do not allow children to stand, jump, or play on or around massage chair, even when it is not powered on or in use.
- Remove personal accessories from arms and empty pockets while using the massage features of the chair.
- Check the upholstery under the cushions and other spots for damage or loose objects that may cause injury or damage chair while operating. If any damage is present, do not use the massage chair and refer to a qualified service professional for servicing.
- To avoid damage to chair, walls, or other objects, make sure there are no obstacles behind the chair and there is enough clearance before adjusting the backrest or leg rest angle.
- Please be seated properly while using the product.

# Staying Safe

- 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.

## ⚠ 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.**

- 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 1-603-910-5333. For additional details concerning terms, conditions and limitations of warranty, see <https://kyotamassagechairs.com/warranty-info>.**

## Trouble Shooting

Symptoms	Possible Causes	Possible Solution
<b>Noise is heard while in use</b>	These noises are normal and arise from friction between the massage rollers and the leather cover	No need to take any measures
<b>Massage Chair does not start</b>	The power cord is not secured into the socket	Insert the power plug properly into the power socket
	Not switched ON	Turn on the back switch, then press the power button on the access panel or tablet
	The fuse is blown	Replace only with a fuse of same type and rating
<b>No music comes from the speaker</b>	The volume is turned to the lowest setting	Adjust the speaker volume from the mobile device. Make sure the Bluetooth setting on chair and phone are both ON
<b>Backrest or footrest can not raise or recline</b>	Excessive load has been pressed on the backrest or legrest	Replace the load and try again
<b>Airbag malfunction</b>	The air hose is blocked	Straighten the air hose and clear out the blockage

## Specifications

<b>Model</b>	Konbi M728 DualPro 4D
<b>Dimension of Main Body (in)</b>	60.23" x 29.52" x 45.27" (L X W X H)
<b>Necessary Clearance to Wall (in)</b>	4"
<b>Net Weight (lbs)</b>	174.6lbs
<b>Shipping Weight (lbs)</b>	204.2lbs
<b>Max. User Weight</b>	300lbs
<b>Voltage</b>	110-120V~
<b>Rated Current</b>	1.32A
<b>Power Consumption</b>	105W

# Fixing Issues

## Frequently Asked Questions

### Q: I find the chair is too intense to be comfortable. What can I do?

**A:** Your body needs to become acclimated to therapeutic massage. To be effective, the massage techniques must compress the tissue in your body. We recommend the following steps to help get started. Then over time as your body acclimates you can increase the intensity by reducing the layers between you and the chair.

1. Use the neck pillow to reduce upper body intensity.
2. Turn the air pressure intensity to 1 (low) or OFF.
3. Turn the Foot Rollers to 1 (slow) or OFF.
4. Adjust the recline on the remote, more upright will be less intense, Zero Gravity will be more intense.

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

**A:** Turn off Foot Rollers. From the in-use running screen tap the arrow on the right hand side of the screen. Then on the custom selections screen on the right side you'll see Foot Rollers setting, tap OFF to turn them OFF.

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

**A:** Your Kyota 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 Kyota a call at 603-910-5333.

### Q: I can never seem to get in my Kyota Massage chair, someone is always in it.

**A:** We know. It happens. Tell your friends to get their own Kyota Chair.

## Warranty

This Kyota Massage Chairs is protected by Kyota's 4 Year U.S/Canada Residential Limited Warranty. For more information, scan the QR code below and click on the **Kyota Promise** tab.



**kyota<sup>®</sup>** | The World's Most  
Advanced Massage Chairs<sup>®</sup>

72 Stard Road, Seabrook, NH 03874  
1-603-910-5333  
[www.kyotamassagechairs.com](http://www.kyotamassagechairs.com)

Version 1.2