

# INFINITY<sup>®</sup>

## MASSAGE CHAIRS



**User Manual**

**ULTRA IMPERIAL<sup>®</sup>**  
Syner-D<sup>®</sup> Massage Chair

Welcome to

# INFINITY

THE ULTIMATE MASSAGE EXPERIENCE

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

With over a decade of experience designing, building and servicing massage chairs, Infinity takes pride in every chair sold, including yours. We are here for you. The US-based Customer Care team can be reached at (603) 910-5000 or visit us online at [www.infinitymassagechairs.com](http://www.infinitymassagechairs.com) and find valuable self service resources under the SUPPORT tab, including electronic copies of all documents and video tutorials.

Inside this manual, you will find everything you need to setup and safely enjoy your chair. Please review the entire manual, including all safety information, before assembling or using your chair. If you are assembling the chair yourself, please see the Assembly Guide next and reference the online assembly video.

For convenience, we've also created a Quick Start Guide. We suggest you keep it near the 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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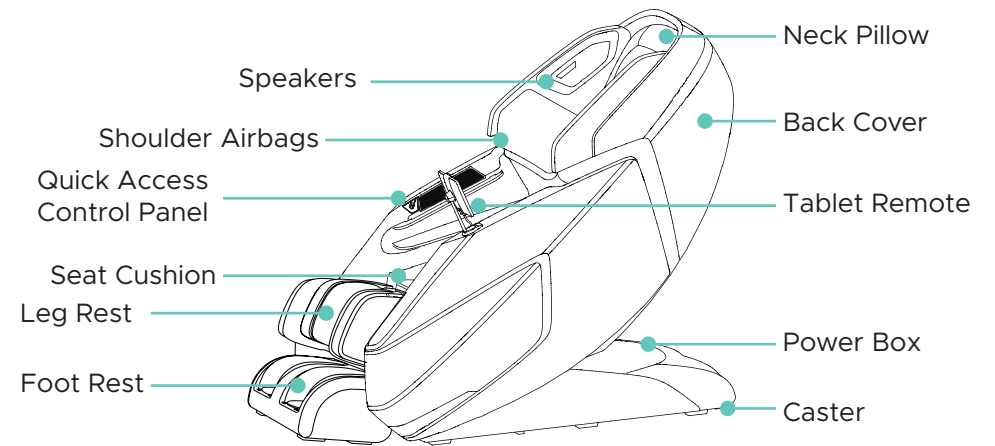
Warning! Read important safety information found on page 26 before using or operating chair.

# Your Chair

## Chair Features

<p>Flex Massage Track</p>  <p>See Page 6</p>	<p>Zero Wall Fit® Space-Saving Technology</p>  <p>See Page 6</p>	<p>TrueFit® Body Scanning</p>  <p>See page 8</p>	<p>Tablet Remote</p>  <p>See page 10 &amp; 11</p>	<p>Syner-D® Back Massage Mechanism</p>  <p>See page 14</p>
<p>Calf Rollers + Oscillation</p>  <p>See page 15</p>	<p>Total Sole Reflexology® Foot Rollers</p>  <p>See page 15</p>	<p>Arm Rollers</p>  <p>See page 15</p>	<p>Back &amp; Feet Heat</p>  <p>See page 15</p>	<p>Chromotherapy Lights</p>  <p>See page 16</p>
<p>Weightless Zero Gravity Recline</p>  <p>See page 17</p>	<p>SootheMe® Sounds</p>  <p>See page 18</p>	<p>Premium Speakers</p> <p>SOUND BY harman / kardon</p>  <p>See page 18</p>	<p>Quick Access Control Panel + Health Sensor</p>  <p>See page 19</p>	<p>Intelligent Voice Command + Control</p>  <p>See page 20</p>
<p>Bluetooth® Connectivity</p>  <p>See page 22</p>	<p>MyMemory® Programs</p>  <p>See page 21</p>	<p>Wireless Charging/ USB-C Charging Port</p>  <p>See page 21</p>	<p>Infinity Control</p>  <p>See page 24</p>	

## External Structure

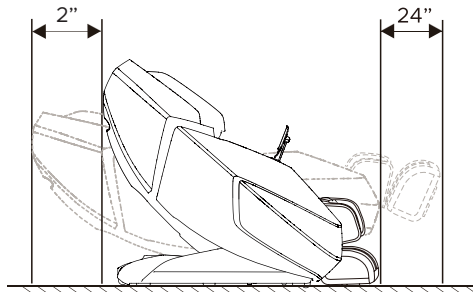


# Before Getting Started

## 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.



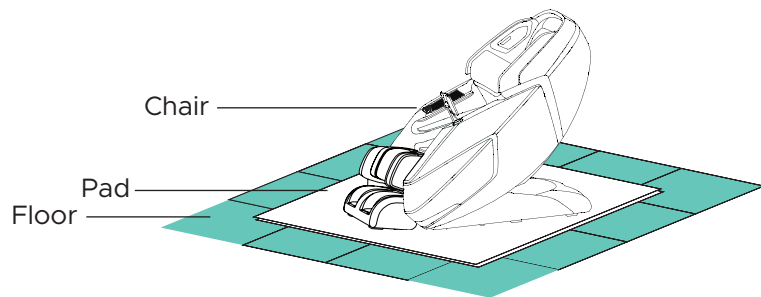
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

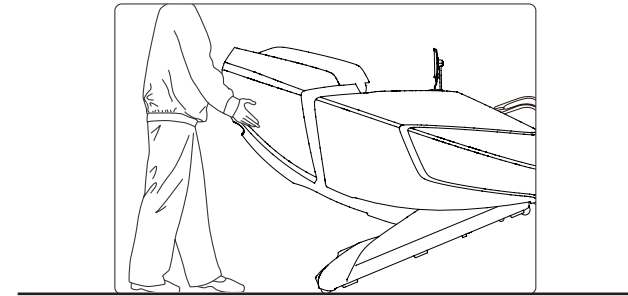
To protect ANY floor type, hard surface or carpeted, from scratches or other markings, place the chair on a pad or mat that extends from under the footrest to the rear of the chair.



- 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 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

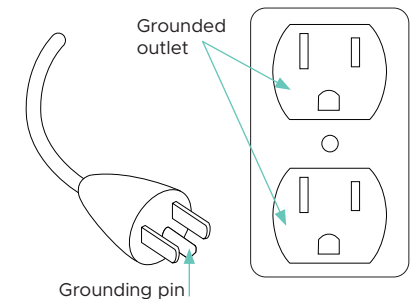
To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

**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.

### 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.



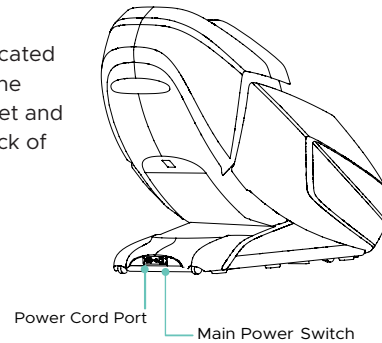
# Chair Setup

**Smart tip:** To increase intensity in the neck and shoulder region, flip the pillow up so you lay directly on the seat back pad.

## Getting Comfortable

### Main Power Switch

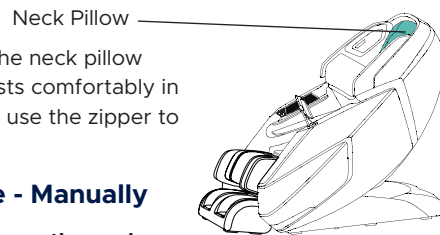
To power up the chair, flip the main power switch located on the back of the base of the chair to ON. Ensure the electrical cord is connected to a 110V grounded outlet and plugged into the power cord port located on the back of the base of the chair.



- 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 neck pillow rests on your neck. Adjust the pillow so that it rests comfortably in the arch of your neck, flip it up out of the way, or use the zipper to remove it all together.



### Increase the Intensity of your Massage - Manually

To make the massage more intense, you can **remove the neck pillow** to remove cushioning between you and the massage mechanism in the seat back.

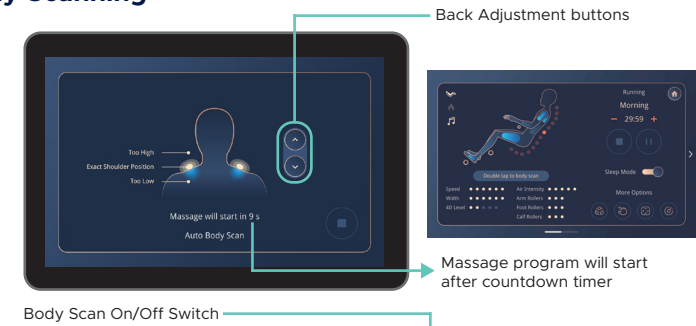
### TrueFit® Body Scanning

Select any auto program or Infinity Control Back Technique. 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.

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.

To turn off TrueFit® Body Scanning, slide **Body Scan** off in the top left of the home screen. This will disable body scanning for all auto and manual programs for the next selected massage session and set the massage mechanisms to travel the maximum length of the massage track. Body scanning will automatically turn back on after the massage session ends or after the chair resets.

## TrueFit® Body Scanning



### Getting Out of The Chair

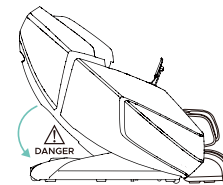
To easily exit the chair at any time, tap the **POWER** button on the top right of the home display, on the Tablet Remote to restore the chair to the upright position. Alternatively, you can also press and hold the power button, found on the right arm panel next to the Quick Access Control Panel, until the chair starts resetting.

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

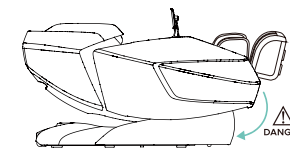


### Chair Entry and Exit Hazards

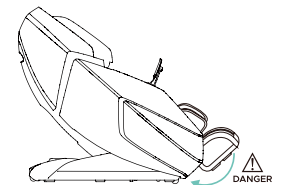
**WARNING!** The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined,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



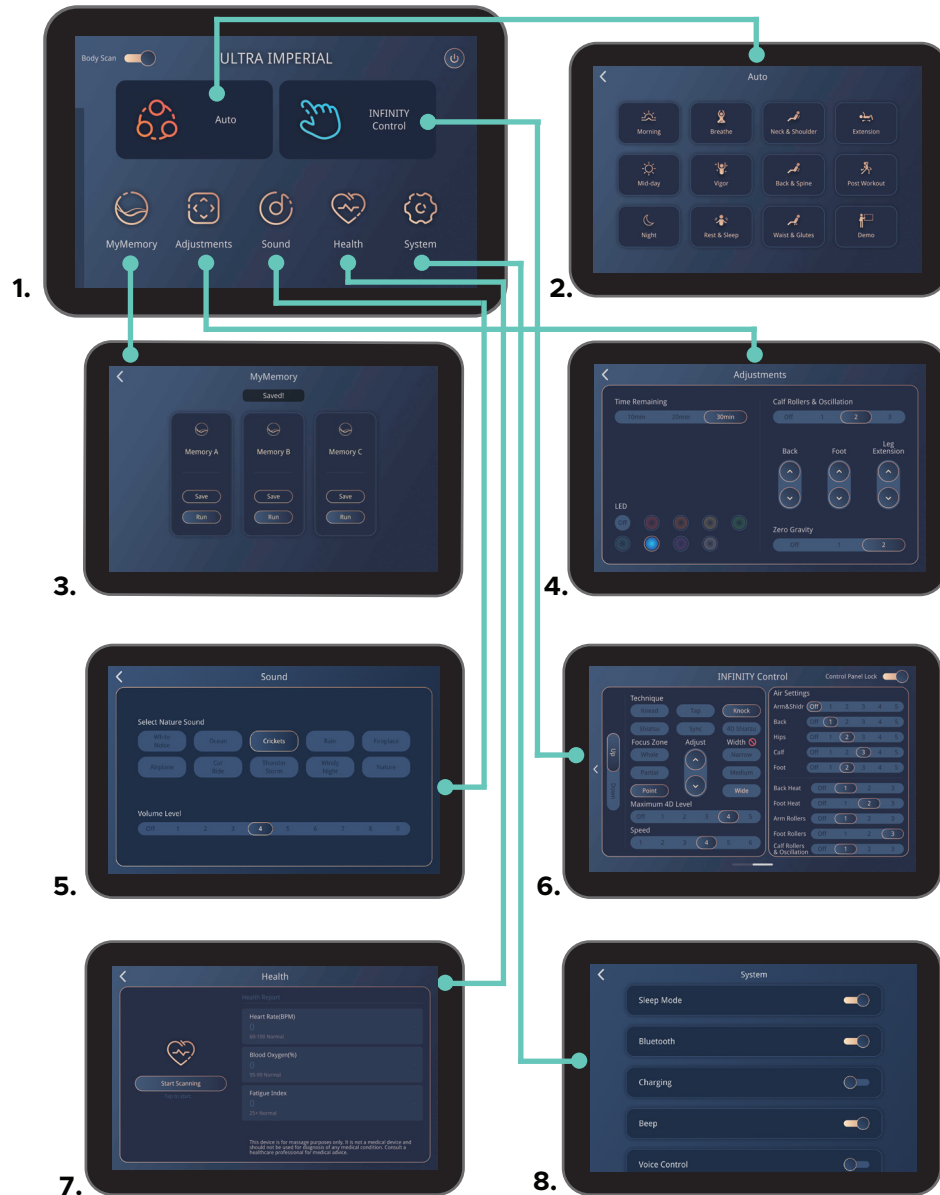
Make sure to check for children or pets **underneath the footrest** before exiting zero gravity recline and returning to upright position.



Make sure to check for children or pets **between the footrest and the chair body** before lowering the legrest.

# Taking Control

## 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. To return to the home page, tap the arrow on the top left of the screen.
- 3. MyMemory®** – After creating your message program you have the ability to save to memory and then access whenever you want. To return to the home page, tap the arrow on the top left of the screen.
- 4. Adjustments** – While your message program is running, use this screen to make adjustments to time, chromotherapy light color, calf rollers & oscillation, back, foot, leg extension, and zero gravity. To return to the home page, tap the arrow on the top left of the screen.
- 5. Sound** – Use this screen to select and control the SootheMe® Sound Therapy feature of your chair. The selected sound will play from the Harman / Kardon speakers. To turn SootheMe® nature sounds off, de-select the activated sound. To return to the home page, tap the arrow on the top left of the screen.
- 6. Infinity Control** – Have a particular spot that needs more work? Take the power of message into your own hands with Infinity Control. Use this screen to fully customize your own message 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. To return to the home page, tap the arrow on the top left of the screen.
- 7. Health** – Use this screen and thumb pad to start your health message, an AI driven feature that detects your heart rate, blood oxygen, and fatigue level. The health program will then recommend an intelligent program for you to try. To return to the home page, tap the arrow on the top left of the screen.
- 8. System** – Control settings such as Sleep Mode, Bluetooth®, Charging, Beep, Voice Control, Voice Commands List, Voice Demo, Display Brightness, Display Time Out, Language, view Firmware Version, and access Help.

# Taking Control

## Auto Programs

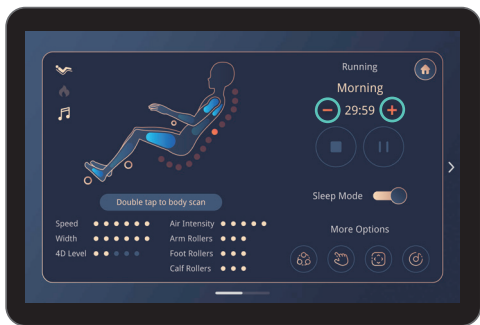
From the home display, tap the **AUTO** button to enter Auto Program Menu. Choose from **Morning, Breathe, Neck & Shoulder, Extension, Mid-day, Vigor, Back & Spine, Post Workout, Night, Rest & Sleep, Waist & Glutes, or Demo**. To enter the program you desire tap the screen. Selected program will show on the In-use screen.





Tap Auto button

## 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.



-  Decrease Timer by 5 Minutes
-  Increase Timer by 5 Minutes

Use this control to adjust the massage duration. Choose “+” or “-“ to add or subtract time in increments of 5 minutes.

**Note:** If a program is paused for too long, the display will turn off. Tap the screen to wake it, then tap to accept the warning. You'll return to the Home screen where you can restart the program or exit by pressing the power button.

 - 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
<b>Morning</b>	This program is the best choice to re-energize 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.
<b>Breathe</b>	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
<b>Neck &amp; Shoulder</b>	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.
<b>Extension</b>	Soothe muscles after sports	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.
<b>Mid-day</b>	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.
<b>Vigor</b>	Best for those who prefer a more intense massage, and for soothing muscles after physical activity	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.
<b>Back &amp; Spine</b>	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.
<b>Post Workout</b>	This program is the best choice to re-energize tired muscles and reset your mind.	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.
<b>Night</b>	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.
<b>Rest &amp; Sleep</b>	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.
<b>Waist &amp; Glutes</b>	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.
<b>Demo</b>	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 <b>System</b> from home display, then toggle <b>Voice Demo</b> to off.

# Set your Environment

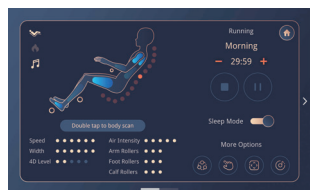
**Smart tip:** **Partial** and **Point** location can be fine tuned by using the **Adjust** setting. Press and hold arrow up or arrow down buttons to control the location of the back mechanism.

## Custom Selections from Auto Programs

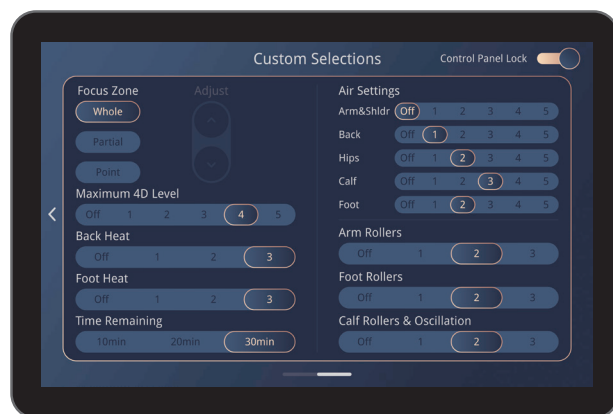
To personalize your massage to your exact needs, swipe left on the Tablet Remote from the In-Use Screen to be taken to the **Custom Selections** screen.

The **Custom Selections** screen can be used to tailor your auto program massage exactly to your needs. Here you will have complete control over the 4D, duration, airbag settings/ Intensity, foot rollers, arm rollers, and back/foot 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.



Swipe Right from In-Use Screen



## 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.

## Syner-D® Technology

Syner-D® tandem back mechanisms mimic the human hands of 2 professional massage therapists, in choreographed rhythm from your neck to your glutes. Utilizing 2D, 3D and 4D technologies in harmony for the most advanced chair massage available today.

## 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.

## 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 Heat

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

## 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 (unless sleep mode is on).

## Air Settings

To change air intensity level in a specific region, select the number desired. **1= light and 5=firm**. To turn off airbag regions, tap **Off** in any given region.

## Arm Rollers

Activate arm rollers and choose your desired intensity level: **1 = slow, 2, 3 = fast, or Off** (deactivate arm rollers). 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

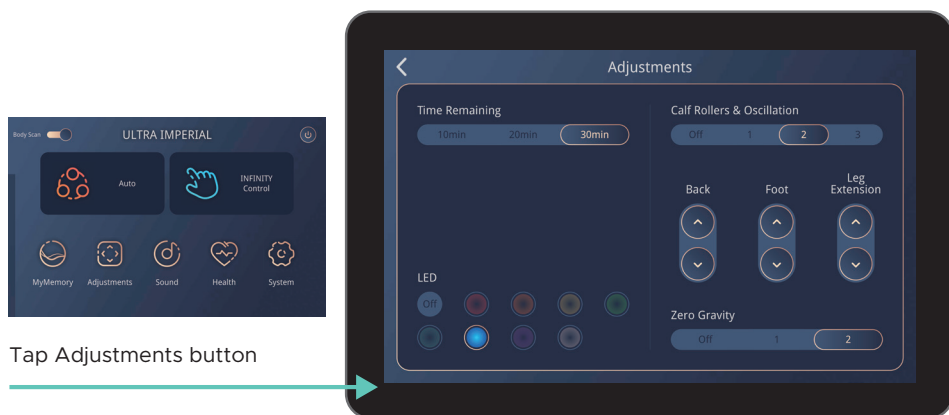
Calf Rollers & Oscillation combine rollers with oscillating movements and compression air cells to simulate hands gently relieving tension and pain in the calf region of each leg. Use this setting to choose your desired calf roller speed: **1 = slow, 2, 3 = fast, or Off** (deactivate calf rollers & oscillation). 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, chromotherapy lighting, calf rollers, or chair angles.

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.

## LED Lights

Your massage chair has chromotherapy lights located on the outside of the chair body. Tap screen to select desired light color; **Red, Orange, Yellow, Lime, Green, Blue, Purple,** or **White.** To turn lights off tap the **Off** icon.

## 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.

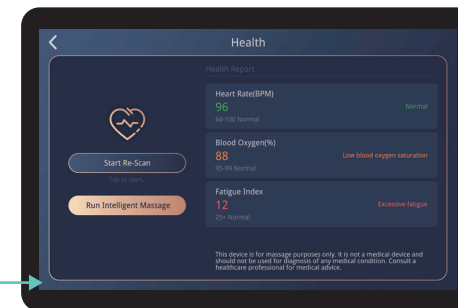
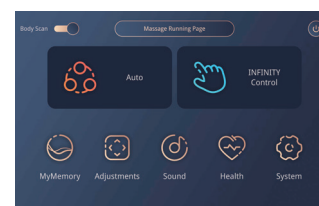
**Back** – controls the recline angle of the seat back.

**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.



## Health

Health uses sensors and AI to personalize the massage experience. The AI system automatically adjusts the massage intensity and techniques, aiming to replicate the adaptive nature of a human masseuse for a customized and effective treatment. From the home page tap **Health** then tap **Start Scanning.** Note: Your right thumb must be touching the health pad which is located on the right side of the arm panel, in front of the power button.

## 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). Reviewing Blood Oxygen is important to ensure that organs and tissues receive the oxygen they need to function properly.

## Fatigue Index

Extreme tiredness, reduction in energy, motivation, and ability to concentrate. Displays your fatigue level and suggests a program to get you back to normal.

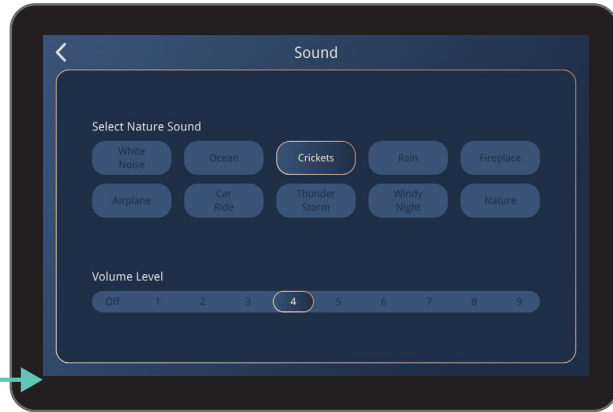
# Set your Environment

## Sound

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 Harman/Kardon 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 22).**



Tap Sound button



## Volume Level

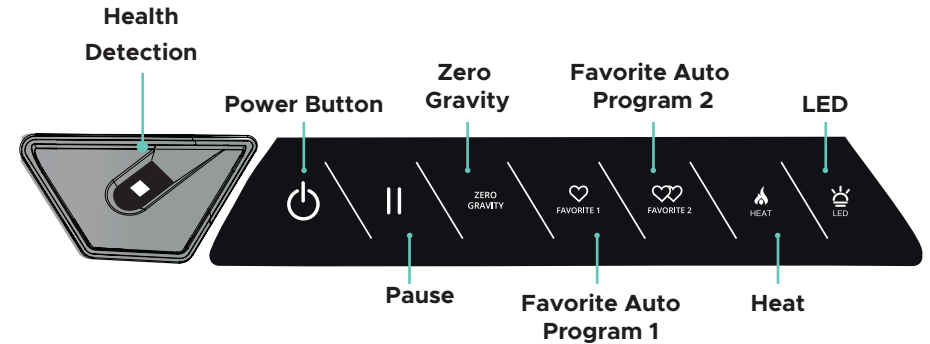
Increase or decrease volume of SootheMe® Nature Sounds. **1 = low, 9 = high**, or **Off**. Tap screen to select setting.

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

**Note:** Bluetooth must be **ON** for sounds to work.

## Quick Access Panel

The Quick Access Panel allows you to start a health program, power your chair on or off, pause/resume your massage, adjust zero gravity levels, save and play your favorite auto programs, turn on or off the heat in your lumbar and feet, and turn on or off the ambient light.



**Health Detection** - uses sensors and AI to personalize the massage experience. Just place your right thumb on the smart scanner and the chair will measure your heart rate, blood oxygen, fatigue level, and will recommend a program based off your results.

**Power Button** - Press the power button to turn the chair on and press and hold to turn off.

**Pause Button** - Press the pause button to pause your massage experience, press again to play.

**Zero Gravity** - Press the Zero Gravity button and your chair will recline to Zero Gravity.

**Favorite Auto Program 1** - Press and hold to save an auto program to your favorites. Simply press the button again to run the program.

**Favorite Auto Program 2** - Press and hold to save an auto program to your favorites. Simply press the button again to run the program.

**Heat** - Press this button to turn on lumbar and feet heat, press again to turn off.

**LED** - Use this control to activate LED lights located at the bottom of the arm panels. Press once to turn on the lights, press again to turn them off.

# Set your Environment

## Intelligent Voice Command + Control

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.

### Turn Off Listening

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

### Turn On Listening

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

### Activating Voice Control

To activate, simply say *'Hi Infinity'* or *'Hey Infinity'*. You may now give your chair any of the commands to the right **within 5 seconds**. Alternatively, you can touch the voice command button on the left speaker, located beside your head to activate, and then speak your command within 5 seconds. Make sure to speak clearly and slowly. After 5 seconds the Intelligent Voice Command function will go to sleep automatically and must be awakened again.

### Voice Command List

In addition to the list to the right, you can always find the complete list of voice commands by using your remote control. To access the voice command list, tap **System** from Home display, then tap **Voice Command List**.

Say Phrase  
*'Hi Infinity'* or *'Hey Infinity'*

Then speak one of the following  
**Commands**

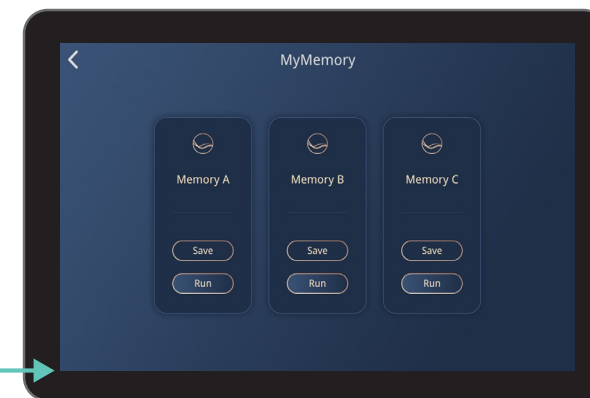
**Turn Off Massage Chair**  
**Morning Massage**  
**Mid-day Massage**  
**Breathe Massage**  
**Vigor Massage**  
**Night Massage**  
**Rest & Sleep Massage**  
**Neck & Shoulder Massage**  
**Waist and Glutes Massage**  
**Lower Body Massage**  
**Back & Spine Massage**  
**Extension Massage**  
**Post Workout Massage**  
**Demo Massage**  
**Start Foot Rollers**  
**Foot Rollers Off**  
**Start Arm Rollers**  
**Arm Rollers Off**  
**Start Heat**  
**Heat Off**  
**Increase the Volume**  
**Turn Volume Down**

## 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.



Tap MyMemory® button



### 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.

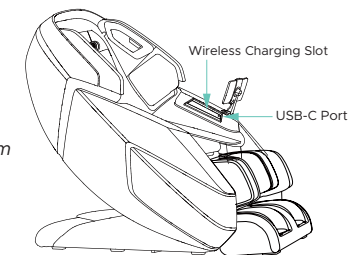
## Wireless Charging Pad + USB-C Charging Port

Your massage chair has a built-in **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 Charging Port**, which you can use to charge your smart devices with your own USB-C charging cord. The USB-C port can be found on the left arm panel at the end of the wireless charging pad, directly underneath the tablet remote.

*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.*

*\*Requires phone with wireless charging capabilities.*

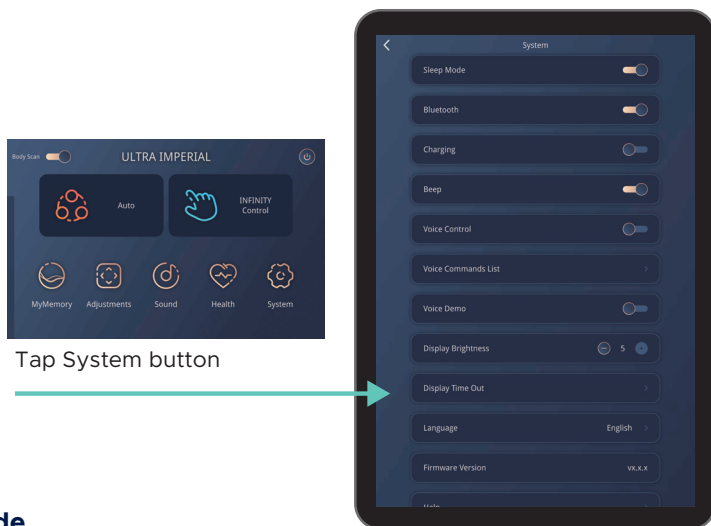


# Settings

**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.



### 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 **Ultra Imperial®** to play music.

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

### Charging

Your massage chair has a built-in wireless charging pad and USB-C Charging Station. Either place your smart device on the wireless charging pad, or connect your smart device using your own USB-C charging cord. Use this control to toggle this charging feature: **On** or **Off**. Tap to change setting.

*Note: You can charge your device even when the chair is powered down, provided the main switch on the base is powered on. Make sure the System setting for **Charging** is set to **on**.*

*\*Requires Phone with wireless charging capabilities.*

### 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 Control

Toggle your chair's Intelligent Voice Command + Control listening: **On**, or **Off**. Tap screen to select setting.

### Voice Command List

Tap **Voice Command List** to access a complete list of the chair's voice commands. Press back arrow in top right of screen to return to System Display Screen.

### 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.

### Display Time Out

Tap this setting to choose how long the tablet display stays illuminated before turning dark (OFF). The default setting is 10 minutes, otherwise choose "OFF" if you want the tablet to stay illuminated.

### 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.

### 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 Massage Chair.

# Build your own

**Smart tip:** Message **Width** can't be adjusted when in Kneading, or Sync mode techniques. Message **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 MyMemory® setting on the Home display screen (see page 21).



Tap Infinity Control button

Note:  appears when a feature is not available.

### Up/Down Mech

This will allow you to control either the upper or lower mech. Simply tap “Up” or “Down” to control each mech and its settings. Note: some settings are not available when using the down mech.

### 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.

**Note:** When the upper mech is selected in partial or point, the lower mech automatically changes to the same partial or point coverage zone.

**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: **Arm & Shoulder, Back, Hips, Calf, or Foot**. Tap screen to select intensity setting: **1 = low, 2, 5 = high, or Off**.

### 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.

### Arm Rollers

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

### Foot Rollers

Turn on Total Sole Reflexology® foot rollers and choose your desired foot roller speed: **1 = slow, 2, 3 = fast, or Off** (deactivate foot rollers). Tap screen to select setting.

### Calf Rollers & Oscillation

Turn on 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.

# 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	<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 the switch found on chair side. Then push power button on remote</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	Ultra Imperial®
Dimension of Main Body (in)	66.14" x 31.49" x 49.21"
Necessary Clearance to Wall (in)	1"
Net Weight (lbs)	352.74
Shipping Weight (lbs)	421.09
Max. User Weight (lbs)	300
Voltage	110-120V
Rated Current	1.9A
Power Consumption	209W

# 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 tablet 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 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 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>**

72 Stard Road, Seabrook, NH 03874

603-910-5000

[www.infinitymassagechairs.com](http://www.infinitymassagechairs.com)

Version 1.3