

INFINITY®

ErgoWave® Massaging Office Chair



User Manual

Welcome to

INFINITY®

THE ULTIMATE MESSAGE EXPERIENCE

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

With over a decade of experience designing, building and servicing massage chairs, Infinity takes pride in every chair sold, including yours. We are here for you. The US-based Customer Care team can be reached at (603) 910-5000 or visit us online at www.infinitymassagechairs.com 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.

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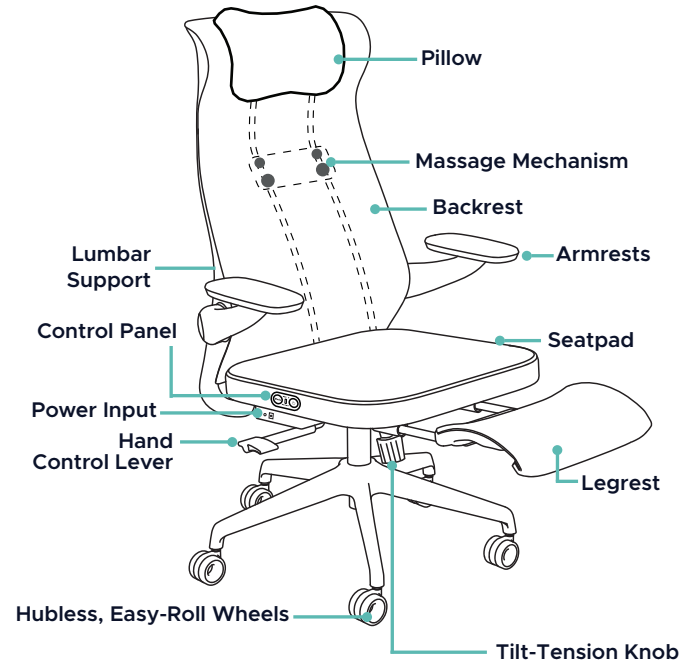
WARNING

Warning! Read important safety information found on page 16 before using or operating chair.

Chair Features

- Ergonomic Contour Backrest
- 4-Node Shiatsu Massage Mechanism
- 135° Weightless Comfort Recline
- Full, Upper, Lower & Partial Massage Zones
- Swing Away Arms
- Tuck Away Massage Robot
- Hubless, Easy-Roll Wheels
- Adjustable Lumbar Support
- Variable Tension Control
- 3 to 4 Hour Runtime; 5,000 mAh Lithium-Ion Battery
- Quick Access Control Panel
- Glide-Out Leg Rest
- Adjustable Seat Height from 18" to 22.5"
- Tilt-Tension Adjustment
- Massage Robot Disappears When Not in Use
- Cordless Rechargeable with Battery Meter

Chair Overview



Control Panel

PROGRAM INDICATOR LIGHTS

Shows the currently selected massage zone.

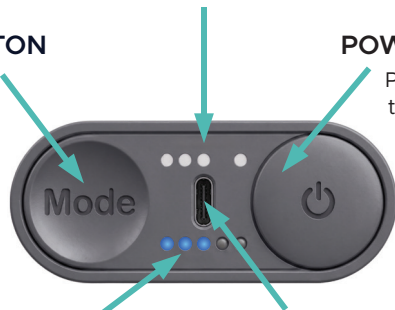
Note: Each press of the Mode Button advances to the next massage zone.

MODE BUTTON

Press to cycle massage zone.

POWER BUTTON

Press and hold to turn the chair ON or OFF.



BATTERY LEVEL

The bottom LED lights show the remaining battery level.

- ○ ○ ○ ○ 0-20%
- ● ○ ○ ○ 21-40%
- ● ● ○ ○ 41-60%
- ● ● ● ○ 61-80%
- ● ● ● ● 81-100%

USB-C CHARGING PORT

Connect a USB-C cable to recharge the chair.



RECHARGING:

Charge using the power adapter at the battery box or a USB-C cable located in the control panel.

Control Panel Operation

Power ON/OFF



Press and hold the **Power Button** to turn the chair **ON** or **OFF**.
Note: Three flashing white lights indicate the massage mechanism is resetting.

Select Zone

Full Back



Turn the chair **ON**. The **Full Back Zone** activates automatically to massage your entire back.

Lower Back



Press the **Mode Button** once to select **Lower Back Zone** and target your lower back and waist.

Upper Back



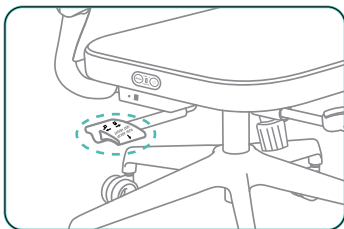
Press the **Mode Button** again to select **Upper Back Zone** and target your neck and shoulders.

Partial



While in **Full Back Zone**, allow the mechanism to travel to the part of your back to **focus on** then press & hold the **Mode Button** for **3 seconds**. The far right LED will light. The **back massage will remain in this custom zone** until the **Mode Button** or **Power Button** is pressed once more.

Hand Control Lever



The Hand Control Lever adjusts the chair's seat height and backrest recline position.

Raise the Seat

Press and twist the lever downward while lifting your weight off the seat. Release the lever when the seat reaches the desired height.

Lower the Seat

Press and twist the lever downwards while keeping your weight on the seat. Release the lever when the seat reaches desired height.

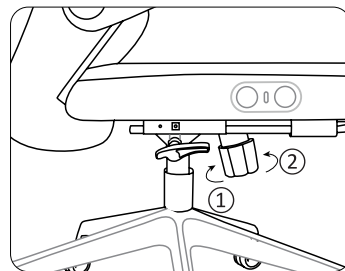
Lock the Backrest

Push the lever inward until you hear a click. The backrest and base will lock into position.

Unlock the Backrest

Pull the lever outward until you hear a click. As you pull the lever, gently rock the backrest backward to help release it from the locked position. Once unlocked, the backrest angle can be adjusted from 105° to 115°, 125° or 135°. The default position is 105°.

Tilt-Tension Knob



A tilt-tension knob controls how much resistance you feel when leaning back in an office chair. Increase tension: Makes the chair harder to recline and provides more resistance. Decrease tension: Makes the chair easier to recline with less resistance. It does not control the recline angle itself. It adjusts the amount of force needed to tilt the backrest.

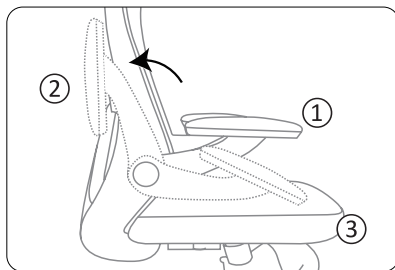
1. Turn Clockwise

Turn the tilt-tension knob clockwise to loosen the backrest resistance.

2. Turn Counterclockwise

Turn counterclockwise to tighten the backrest resistance.

Armrest Positions



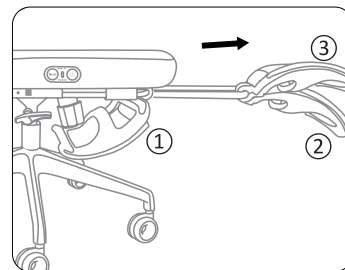
Armrest Positioning

The armrests adjust to 3 positions for comfort and support. Position **#1** is the standard position and remains parallel to the seat. To move the armrests out of the way, push them backward until they click into Position **#2**. To align the armrests with the chair while reclining, move them to Position **#2**, then press downward to Position **#3**.

WARNING:

The chair may be used with the armrests raised; however, doing so reduces side support and increases the risk of sliding or falling from the chair, especially when reclining or raising the legrest. Exercise caution and remain properly positioned in the chair.

Legrest Positions



Legrest Positioning

The legrest features two positions for comfortable use and convenient storage. To use the legrest, pull it out from underneath the chair and slide it forward along the two metal rails. Rotate the legrest upward one click to Position **#2**, then rotate it upward again to Position **#3**. To return the legrest to its stored position, **rotate it upward twice until it clicks then fold and push it into position #1 underneath the chair.**

WARNING:

Do not sit or stand on the legrest. The legrest is designed to support your legs and feet only. Sitting or placing your full body weight on the legrest may cause it to become unstable, collapse, or result in a fall or injury.

Power & Charging

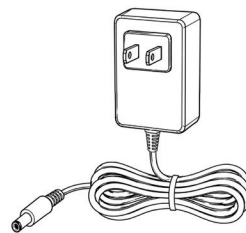
Charging Your ErgoWave® Massaging Office Chair

The ErgoWave® Massaging Office Chair is equipped with a powerful 5,000 mAh rechargeable battery, providing convenient cordless operation for your massage experience. The built-in battery can be recharged using two convenient charging options, giving you the flexibility to choose the method that best fits your setup.

Option 1: Power Adapter

Preferred & Faster Charging Method

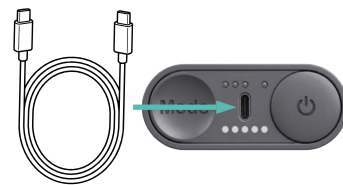
Connect the power adapter to the ErgoWave® battery block on the right side of the chair, then plug the adapter into a standard 110V wall outlet to begin charging.



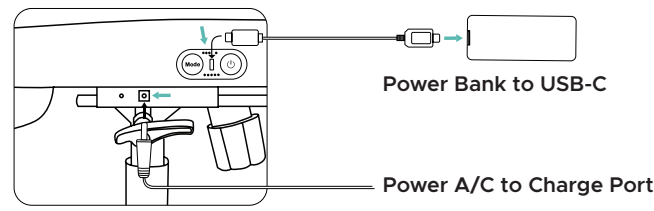
Option 2: USB-C Charging

Secondary & Slower Charging Method

Connect the USB-C charging cable to the USB-C port on the chair's control panel. Connect the other end to a power bank or other compatible rechargeable power source.



Attention: Please use a charger or power bank with a minimum 36W output. Chargers with less than 36W may not provide sufficient power and could prevent the chair from functioning properly. Run time varies based on user weight, providing approximately 4 hours for users weighing 165 lbs or less and 3 hours for users weighing up to the maximum 275 lbs.



Warning: Do not charge the chair with the two power functions at the same time. The chair will not operate while plugged in for charging. Do not attempt to use the chair while plugged in and/or charging.

Adapter Charging Status

Charging: Blue Light is ON

Charging Completed: Blue Light goes OFF

Low Battery Level: Blue Light Flashes

Charging Time: 3hrs

Specifications

Model	ErgoWave®
Main Body Dimension (in)	26.77"L*27.17"W*44.49"H
Main Body Weight (lbs)	46.3lbs
Maximum User Weight (lbs)	275lbs or Less
Power Adapter Input	100-240V, 50/60HZ
Power Adapter Output	12V, 3A
Battery Type	Lithium Battery
Battery Life	3-4 Hours (depends on weight)
Battery Charge Time	3 Hours

Troubleshooting

No.	Problem	Solution
1	Chair will not turn ON	Check the battery box on the right side of the seat to make sure the chair has sufficient charge. Press and hold the power button to turn the chair on.
2	Massage function is not working	Make sure the chair has sufficient battery charge. If the battery is low, connect the charger and allow the chair to charge. Unplug the charger before using the massage function.
3	Backrest will not recline or adjust	Check that the hand control lever is in the unlocked position. Pull the lever outward until it clicks, then adjust the backrest to the desired angle.
4	Seat height will not adjust	Press the hand control lever downward. Remove your weight from the seat to raise it, or keep your weight on the seat to lower it.
5	Legrest will not extend or store	Make sure the legrest is fully extended before folding it under the seat. Ratchet the legrest to release the locking position, then fold it underneath the seat until it is securely stored.

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.

Technical Support

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>.

Warranty

Your Massage Chair is protected by **Infinity's 1 Year U.S. Residential Limited Warranty**. For more information, scan the QR code below and click on the Infinity Care Residential Warranty tab.



Safety Warnings

PLEASE READ AND FOLLOW ALL SAFETY WARNINGS AND INSTRUCTIONS BEFORE USING THE CHAIR. THESE WARNINGS ARE PROVIDED TO HELP PREVENT INJURY, IMPROPER USE, AND POTENTIAL DAMAGE TO THE CHAIR.

LI-ION BATTERY WARNINGS

This device contains a Lithium-ion battery. The battery must be recycled or disposed of properly. Contact your local waste management office for information on battery recycling or disposal.

ENVIRONMENT PROTECTION

At the end of the service life of this product, please do not throw away. Take the device to a designated recycling station, or dispose of it in an environmentally sound way.

Safety Instructions

CAUTION: IMPORTANT SAFETY INSTRUCTIONS – PLEASE READ AND FOLLOW ALL INSTRUCTIONS. IMPROPER USE COULD RESULT IN BODILY INJURY OR DAMAGE TO CHAIR.

General Safety

- Read all instructions and safety warnings before using the ErgoWave® Massaging Office Chair.
- This chair is intended for adult use only. Keep children and pets away from moving parts and controls.
- Do not exceed the maximum user weight of 275 lbs (125 kg).
- Inspect the chair before each use. Do not use the chair if any component is damaged, loose, or missing.
- Use the chair only on a stable, level surface and keep the surrounding area clear of objects that could interfere with its movement.
- Do not stand on or sit on the armrests, legrest, or other components not designed to support your weight.
- Do not modify, disassemble, or attempt to repair the chair yourself. Contact Infinity Massage Chairs if service is required.
- Stop using the chair immediately if you notice unusual noises, odors, smoke, movement, or other abnormal operation.

Reclining Safety

- Check the area behind and around the chair before reclining. Make sure walls, furniture, cords, people, and pets are clear.
- Keep hands, fingers, feet, clothing, and other objects away from moving parts and pinch points while reclining.
- Do not force the backrest beyond its intended range of motion.

- Do not move the chair while the backrest is reclined. Return the chair to an upright, stable position before moving it.
- Remain seated and maintain your balance while adjusting the reclining position.
- Do not use the reclining mechanism if it is damaged, loose, or does not operate normally.

Legrest Safety

- Check the area in front of the chair before extending the legrest. Make sure the path is clear.
- Keep hands and fingers away from the legrest rails while extending or retracting it.
- Keep feet, clothing, cords, and other objects away from the legrest.
- Do not stand or sit on the legrest.
- Do not force the legrest open or closed.
- Fully retract the legrest before exiting the chair.

Massage Safety

- Do not use the massage function if you are experiencing pain, injury, or unusual discomfort.
- Remain seated while the massage program is operating. Do not attempt to stand or exit the chair until the massage program has finished.
- Keep hands and fingers away from the internal massage mechanism while it is operating.
- Do not place objects between your body and the massage mechanism while the massage function is operating.
- Do not attempt to manually stop, move, or adjust the massage mechanism while it is operating.
- Stop using the massage function immediately if you experience pain, dizziness, numbness, tingling, or significant discomfort.

Medical Safety

- Consult your physician before using the massage function if you have a medical condition or health concern.
- Consult your physician before use if you are pregnant or have recently given birth.
- Consult your physician before use if you have recently undergone surgery or have an existing injury.
- Individuals with implanted medical devices should consult a physician before using the massage function.
- Do not use the massage function over open wounds, skin irritation, swelling, or areas of acute injury unless directed by a healthcare professional.
- ***The ErgoWave® is not a medical device and is not intended to diagnose, treat, cure, or prevent any disease or medical condition.***

Battery & Charging Safety

- The ErgoWave® contains a 5,000 mAh rechargeable lithium-ion battery.
- Do not disassemble, puncture, crush, modify, or attempt to replace the battery yourself.
- Keep the battery and charging components away from water, excessive heat, and open flames.
- Do not use damaged charging cables, power adapters, or other charging equipment.
- Use only a compatible charging power source to recharge the chair.
- Stop charging immediately if the battery, adapter, cable, or charging area becomes unusually hot, swells, emits an unusual odor, or shows signs of damage.
- Do not use the chair while charging. Disconnect the power adapter when charging is complete.
- Keep out of direct sunlight and high temperatures. Not intended for outdoor use. Store in a cool dry place.

Please keep this manual for future reference.

INFINITY[®]

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Version 1.1

