# INFINITY®

MASSAGE CHAIRS

# User Manual

## SOVANA 4D DUALPRO

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 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 set up 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 handy near you as a tool to get to know all of 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** 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**

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**

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WARNING

Warning! Read important safety information found on page 28 before using or operating chair.

# Your **Chair**

## Chair Features

Dual Mechanism

Zero Wall Fit® Space-Saving Technology
See Page 6

TrueFit® Body Scanning
See page 8

Tablet Remote
See page 10 & 11

Lumbar & Feet Heat
See page 17

Total Sole Reflexology® Foot Rollers
See page 17

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Quick Access Control Panel
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USB-C Charging Port
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Bluetooth® Connectivity
See page 26

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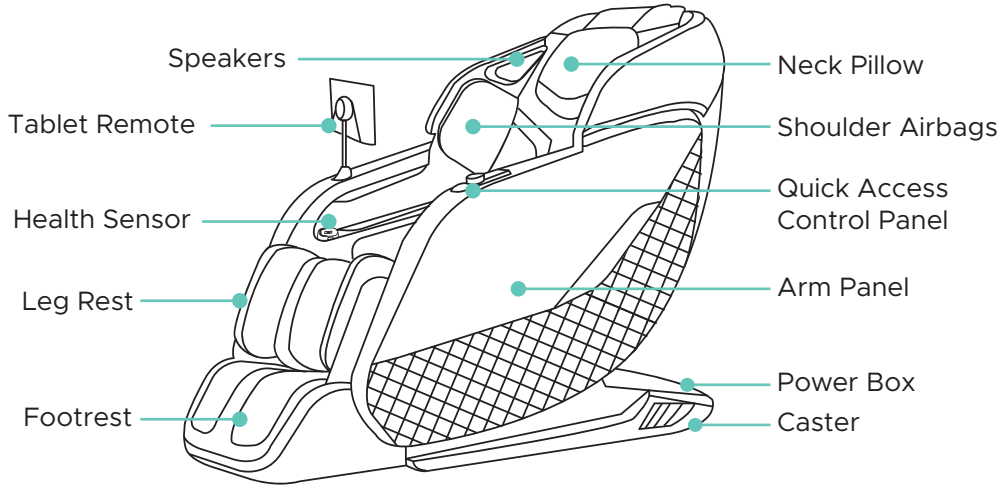
See page 27

## External Structure

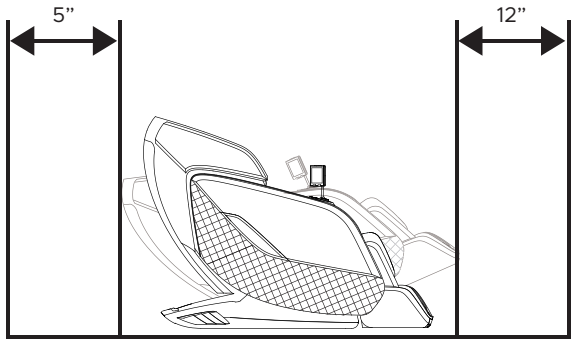


# **Before** Getting Started

## Installation Site

### Clearance Space for the Chair

- 5” clearance for the recline of the backrest; 12” 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.

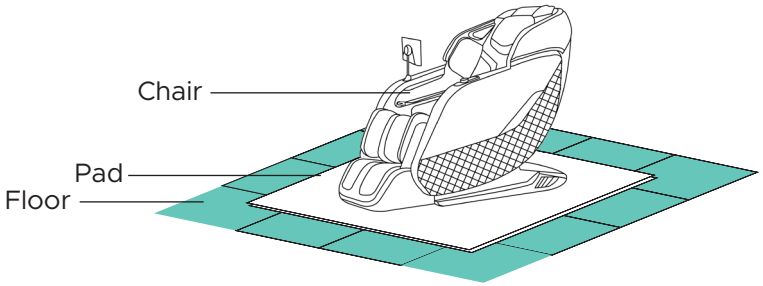



CAUTION
- Keep the distance between the power socket and power switch within 60” to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.

WARNING
- 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.

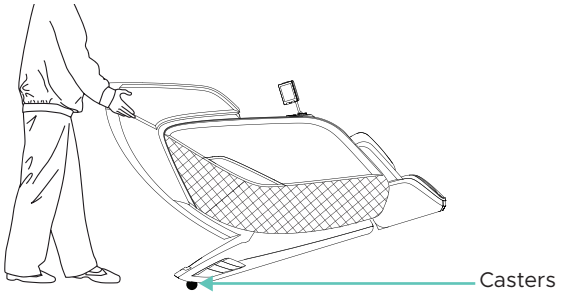



WARNING
- Do not use the massage chair in high moisture environment such as near a swimming pool or bathroom to prevent electric shock accident.
- Please keep the massage chair away from heated surfaces to prevent fire hazard or damage to the product.



### 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 arm panels.




CAUTION
- 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.

WARNING

**Grounding Instructions**

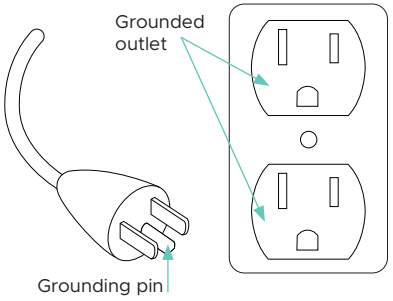
To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

**WARNING** – Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120-V circuit and has a grounding plug that looks like the plug illustrated. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

**Grounding**

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

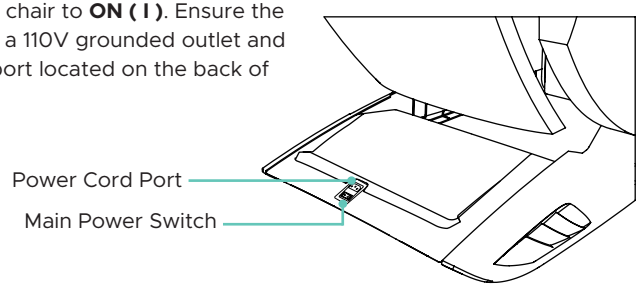


# Chair **Setup**

## Getting Comfortable

### Main Power Switch

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

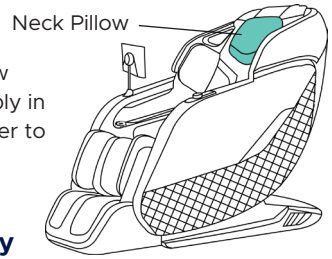



CAUTION

- 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

For a deeper, more intense massage, simply unzip and remove the **neck pillow** and **inner neck pillow pad**. This reduces the cushioning between you and the massage mechanism, allowing for a more direct, invigorating experience.

### TrueFit® Body Scanning

Select any auto program or manual mode. The chair will automatically begin scanning your body, mapping your back, shoulders, and neck. During this process it is important to remain seated back into the chair without lifting your head.

The scan can be viewed on the Tablet Remote screen. If fine tuning is needed just after your body scan, wait for the **shoulder adjust prompt** to appear and then use the **Shoulder Adjustment arrows** to move the massage rollers up or down for the perfect shoulder kneading position.



### TrueFit® Body Scanning

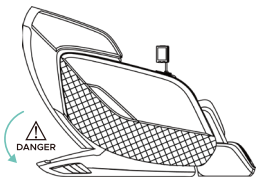
### Getting Out of The Chair

To easily exit the chair at any time, tap the **POWER** button on the lower left 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 quick access control panel, until the chair resets.

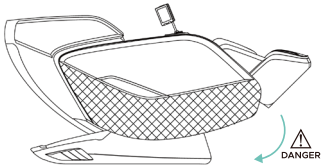
**WARNING!** Check to make sure children and pets are clear of chair ***before*** tapping power button to return chair to upright position.

### Chair Entry and Exit Hazards

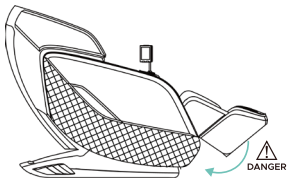
**WARNING!** The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined, small children or pets who have crawled under the leg rest may not be visible to the user and could be crushed when leg rest is lowered or when chair is returned to upright position. ***To avoid serious injury or death, check these areas carefully before reclining, lowering leg rest, or returning chair to upright position.***




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



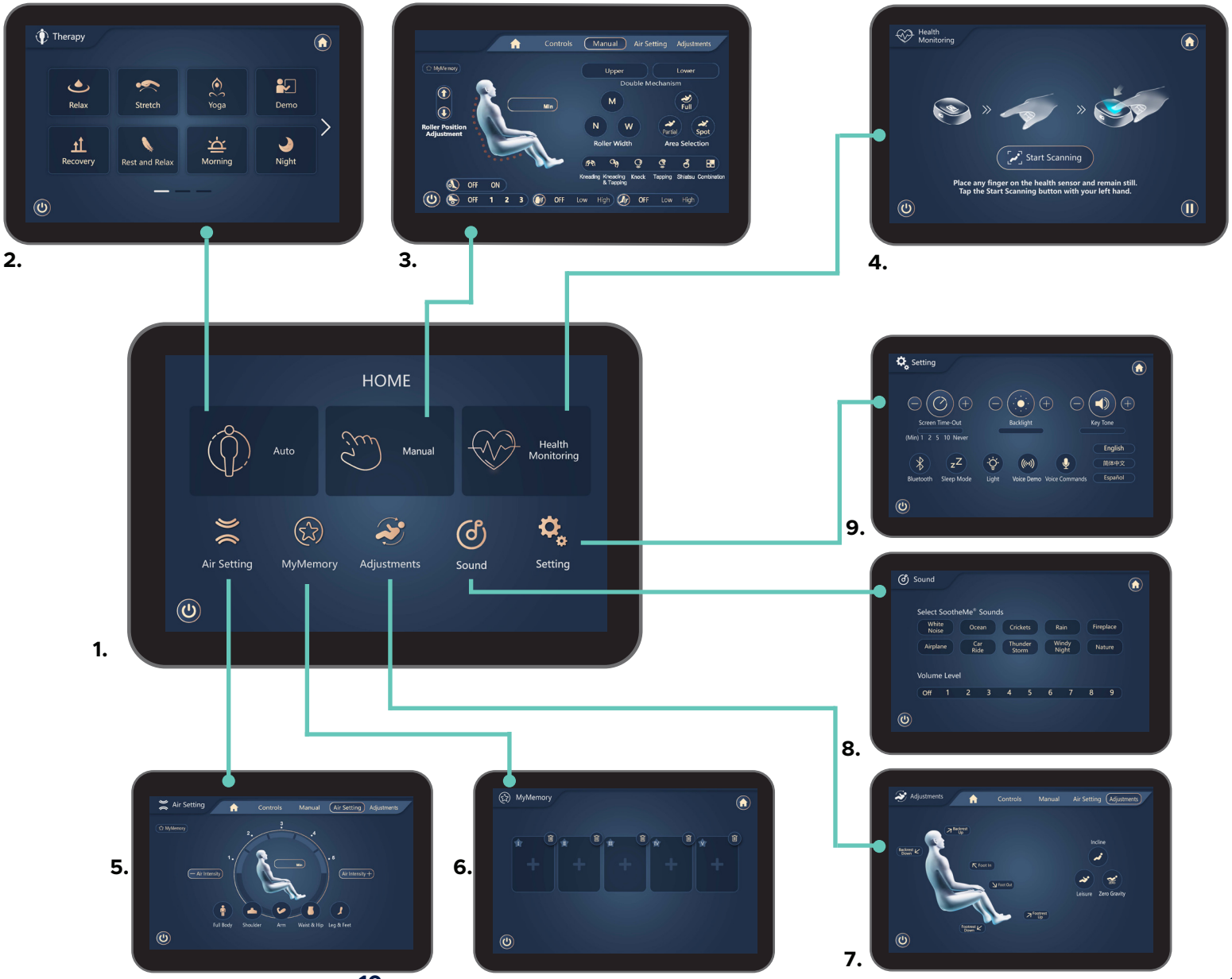

Make sure to check for children or pets ***underneath the footwell*** before exiting zero gravity recline and returning to upright position.




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

# Taking **Control**

## Tablet Layout




**1. Home Screen** – Once the chair is on, this is the first screen on your Tablet Remote. Tap the screen to navigate and select menu options.

**2. Auto Programs** – Choose from 24 auto programs by tapping your selection. Tap the home icon (top right) to return to the home screen.

**3. Manual** – Need extra relief in one spot? Switch to manual mode to fully customize your massage and target problem areas. Tap the home icon (upper left) to return to the home screen.

**4. Health Monitoring –** Place any finger on the health sensor to begin the scan. It measures heart rate, oxygen level, and fatigue, then recommends a suitable program for you to try.

**5. Air Settings –** Adjust airbag intensity and select from full body, shoulder, arm, waist & hip, or leg & foot. Tap the house icon (top left) to return home.

**6. MyMemory® –** Effortlessly save your favorite auto programs or personalized manual settings, so you can return to your perfect massage experience anytime you like — no need to set it up all over again.

**7. Adjustments –** Use this screen during your massage to change backrest, footrest, leg position, and zero gravity. Tap the home icon (top left) to return.

**8. Sound** - Manage SootheMe® sound therapy on this screen. Sounds play through the speakers. Tap a sound to turn it on or off. Tap the home icon (top right) to return.

**9. Setting –** Adjust settings such as screen timeout, backlight, key tone, Bluetooth®, sleep mode, light, voice demo, voice commands, and language.

# Taking **Control**

## Auto Programs

From the home display, tap the **AUTO** button to enter Auto Program Menu. From here you can choose from a selection of 24 pre-choreographed massage programs. To enter the program you desire tap the program on the screen.

Within the auto program menu, the 24 auto programs are broken up into 3 categories to help you find the best suited massage to your needs. The categories are: **Therapy, Lifestyle,** and **Focus.**

These categories are found at the top left of the screen, to move between categories, tap the arrows on the side of the screen. See next page for a detailed description of each auto program.

These auto programs feature a variety of massages specifically designed for **Therapy**. **Relax, Stretch, Yoga, Demo, Recovery, Rest & Relax, Morning,** and **Night**.

The following auto programs offer a selection of massages oriented towards **Lifestyle**. **Stress Relief, Meditate, Aging, Gamer, Driver, Athletic, On the Go,** and **Sedentary**.

The following auto programs provide a variety of massage options aim on **Focus**. **Neck, Shoulder, Back, Lumbar, Waist & Hip, Leg & Feet, Upper Body,** and **Lower Body**.

Tap this arrow to advance to the next auto program category page

CAUTION

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



| Program | Description |
|---|---|
| **Relax** | Reduce built up tension carried in the body or unwinding after a stressful day. |
| **Stretch** | Inspired by Thai massage, this sequence stretches the body to improve alignment and flexibility. |
| **Yoga** | Best for reviving stiff muscles and boosting energy after workouts or physical activity. |
| **Demo** | Plays a quick 5 minute demo to showcase key features and massage techniques of the chair. |
| **Recovery** | This program is the best choice to re-invigorate stiff muscles and boost energy levels after physical activity. |
| **Rest & Relax** | Reduce built up tension carried in all muscle groups and unwinding after a stressful day. |
| **Morning** | A revitalizing massage, great for preparing you for the day ahead. |
| **Night** | Gentle massage and movements relax your body, easing stress and promoting restful sleep. |
| **Stress Relief** | Relieve built-up tension and unwind after a stressful day. |
| **Meditate** | Blends massage intensities to relax the body and calm the mind for emotional peace. |
| **Aging** | Full-body kneading melts stress, fights fatigue, and boosts metabolism, recharging you to finish strong. |
| **Gamer** | Breathe deeply as rhythmic massage soothes muscles, melts stress, and reawakens your inner energy. |
| **Driver** | Designed to clear the mind and increase blood circulation. |
| **Athletic** | Deep, powerful massage eases aches, boosts circulation, and restores your body after intense activity. |
| **On the Go** | Best choice to recharge tired muscles, refresh circulation, and reset your body and mind. |
| **Sedentary** | Perfect massage program for anyone who sits all day at work, school, or during gaming. |
| **Neck** | Designed to be an incredible injury prevention program. Mainly targets the neck and shoulders. |
| **Shoulder** | Improve range of motion in the shoulders, and reduce upper back tension. |
| **Back** | Helps to relax, recover, and revitalize the muscles along your spine. |
| **Lumbar** | Improve hip mobility and reduce lower back pain. |
| **Waist & Hip** | Targets waist, hips, and glutes with massage and compression to leave you refreshed and renewed. |
| **Leg & Feet** | Soothing massage targets tired legs and feet, bringing comfort, relief, and renewal. |
| **Upper Body** | Helps to relax, recover, and revitalize the muscles along your spine. |
| **Lower Body** | Focused specifically on the glutes. This program brings relaxation to your lower body to relieve built up tension. |

# Set your **Environment**

## Controls for Auto Programs

After adjusting your shoulder height, you will be taken to the In-use screen where you can observe all current settings and session information. To personalize your massage to your exact needs, use the In-use screen controls to adjust **4D Strength, Air Intensity, Massage Speed, Massage Time, Calf Rollers, Foot Rollers, Lumbar Heat, Foot Heat,** saving a program with **MyMemory®** and leaving the chair in a reclined state called **Sleep Mode**.

### 4D Strength +/-

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**. Tap screen to select setting.

### Air Intensity +/-

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

### Massage Speed +/-

Use this control to increase or decrease the speed of the back mechanism. **1 = slow, 5 = fast.** Tap screen to select setting.

### Massage Time +/-

Tap screen to select your desired massage timer length; **5 minutes, 10 minutes, 15 minutes, 20 minutes, 25 minutes,** or **30 minutes**. 15 minutes is the default setting. The massage chair will turn off automatically and reset after the timer is up.



### Calf Rollers

Toggles on/off calf roller feature. Calf Kneading combines with compression air cells to simulate hands gently relieving tension and pain in the calf region of each leg. Tap screen to select **On** or **Off** setting.

### Foot Rollers

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

### Lumbar Heat

Toggles Lumbar Heat to **Low, High,** or **Off**. Tap screen to select setting.

### Feet Heat

Toggles Feet Heat to **Low, High,** or **Off**. Tap screen to select setting.

### MyMemory®

Effortlessly save your favorite auto programs or personalized manual settings, so you can return to your perfect massage experience anytime you like — no need to set it up all over again.

### Sleep Mode

Toggle this setting to keep the massage chair in a reclined state after your program session ends, tap again to turn off Sleep Mode.

### Power On/Off

Use this setting to immediately turn the chair on or off. When a massage program is running and you press the power button, the chair will reset and turn off. Tap screen to select setting.

### Pause/Play

Use this setting to pause your massage, and tap again to resume. Tap screen to select setting.

# Set your **Environment**

## Manual Mode

Have a particular spot that needs more work? Take the power of massage into your own hands with Manual Massage. Tap **Manual** from the In-use screen display to enter the Manual Massage 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. Use this screen to build your favorite sequences then save using the **MyMemory**® feature.

### Upper/Lower Mech

Select either the upper or lower mech and navigate its options such as **roller width**, **area selection**, and massage **techniques**.

### Roller Width

Increase or decrease width of back mechanism. Choose from: **Narrow (N), Medium (M)**, or **Wide (W)**. Tap screen to select setting.

### Area Selection

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

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



### Massage Techniques

Controls the massage technique of the back mechanism. Select from: **Kneading, Kneading & Tapping, Knock, Tapping, Shiatsu,** or **Combination**. Tap screen to select.

### Calf Rollers

Use this setting to turn **on** or **off** the calf rollers. Tap screen to select setting.

### Foot Rollers

Use this setting to turn foot rollers to **speed 1 = slow, 2, 3 = fast** or **off.** Tap screen to select setting.

### Lumbar Heat

Use this setting to turn lumbar heat to **low, high,** or **off.** Tap screen to select setting.

### Feet Heat

Use this setting to turn feet & calf heat to **low, high,** or **off.** Tap screen to select setting.

### MyMemory®

Effortlessly save your favorite auto programs or personalized manual settings, so you can return to your perfect massage experience anytime you like — no need to set it up all over again.

### Roller Position Adjustment

***Tap and/or hold*** to adjust the roller position adjustment. Adjusting the roller position ensures the massage nodes align properly with your body's unique contours, delivering targeted relief to the right areas.

### Power On/Off

Use this setting to immediately turn the chair on or off. When a massage program is running and you press the power button, the chair will reset and turn off.

### Pause/Play

Use this setting to pause your massage, and tap again to resume.

# Set your **Environment**

## Air Settings

To personalize your massage to your exact needs, use the Air Setting screen to adjust **air intensity,** and **airbag massage region**.

### Airbag Intensity +/-

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

### Airbag Region

Choose your desired airbag region/s: **Full Body, Shoulder, Arm, Waist & Hip,** and **Leg & Feet**. To turn a particular airbag region off, de-select the activated region. Selecting **Full Body** will over ride any selections and ALL airbags become active.

### MyMemory®

Effortlessly save your favorite auto programs or personalized manual settings, so you can return to your perfect massage experience anytime you like — no need to set it up all over again.

### Power On/Off

Use this setting to immediately turn the chair on or off. When a massage program is running and you press the power button, the chair will reset and turn off.

### Pause/Play

Use this setting to pause your massage, and tap again to resume.



## Adjustments

While your massage program is running, use the **Adjustment** screen to make adjustments to chair angles, recline settings, and foot options.

### Adjustments for Back/Foot/Chair Angles

These controls enable you to fine tune the length and fit of specific parts of your chair.

**Backrest Up/Down –** Gently raise or lower the backrest to your perfect angle. Tap and hold the button to recline or incline with ease.
**Footrest Up/Down –** Adjust the footrest to your comfort. Tap and hold the button to gently lift or lower your legs into relaxation.
**Foot In/Out–** Find your ideal leg position. Tap and hold to slide the footrest in or out for customized comfort.

### Chair Angles

**Incline -** Press this button to ease the chair into a gentle recline, offering just the right angle to take pressure off your spine and help you unwind in comfort. Perfect for light relaxation or reading.

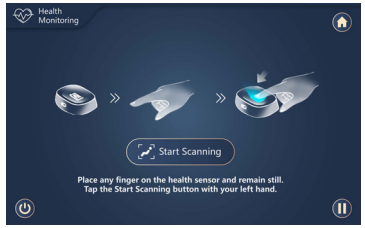
**Leisure -** Press this button to glide the chair into a comfortable standard recline, ideal for casual lounging, light napping, or simply unwinding after a long day. A perfect balance of support and relaxation.

**Zero Gravity -** Press this button to recline into a full Zero Gravity position, where your legs are elevated above your heart for a true weightless sensation. Designed to reduce pressure on the spine and promote deep relaxation, this is the ultimate position for rest and recovery.

# Set your **Environment**

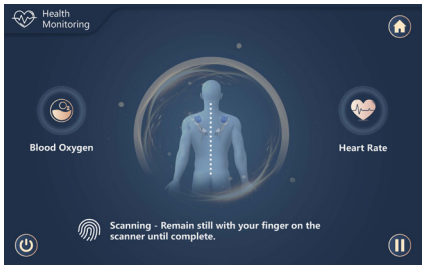
## Health Monitoring

Place any finger on the **health monitoring sensor** located on the lower right arm panel (below the touchscreen tablet). To initiate the scan, either tap the 'Start Scanning' on the touchscreen or press the Health button on the quick access control panel. The system will assess your blood oxygen levels and heart rate. Once the scan is complete, your fatigue level—categorized as low, moderate, or high—will be displayed. Based on your results, the chair will recommend a personalized massage program designed to help reduce fatigue and promote recovery.



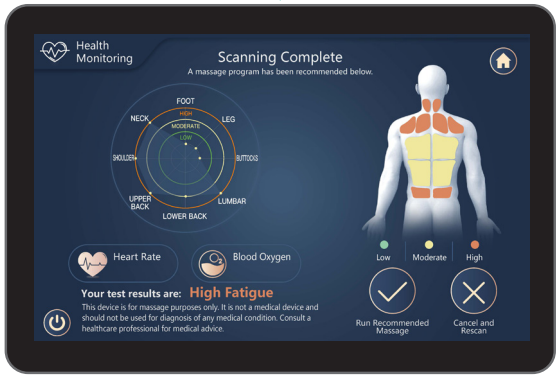

### Heart Rate

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.



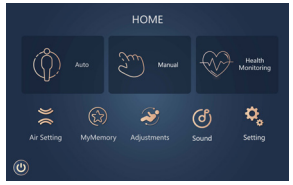

### Fatigue Index

Extreme tiredness, reduction in energy, motivation, and ability to concentrate. Displays your fatigue level and suggests a program to get you back to normal. Tap the "Run Recommended Massage" program. You can also cancel the health scan and rescan if you disagree with the results.

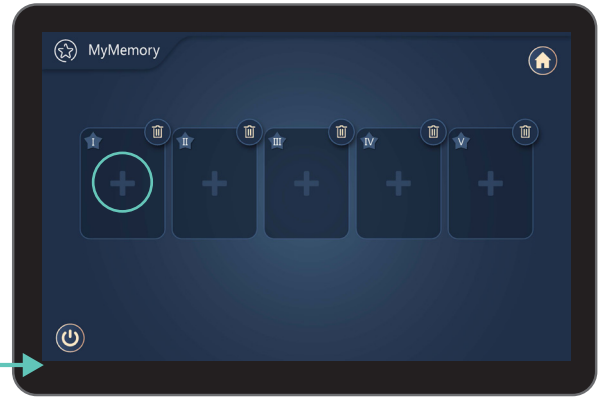


## MyMemory® and Quick Access Favorite Buttons

Your chair is equipped with memory recording features allowing you to save your favorite massage programs that can be quickly revisited later. Create a custom program by choosing either an auto program or manual session, with your preferred settings. The MyMemory® feature has 5 memory slots on the tablet.




Tap MyMemory® button




### Saving a MyMemory® Program

Run any auto program or a manual program. When you're ready to save, find the MyMemory® program button in the top left side of the screen in Controls, Manual, or Air Setting and tap it. Alternatively, navigate to the home screen and tap MyMemory® button. When on the MyMemory® screen, tap the **"+"** icon to save the current running massage program and/or manual session.

### Recalling a MyMemory® Program

To run a saved program, simply navigate to MyMemory® from the home screen, then tap the saved **'program icon'** to activate the program.

### Removing a Memory Program from MyMemory®

On the MyMemory® screen, locate the ***'trash icon'*** located at the top right of every program box. Tap to delete the program.

### Quick Access Control Panel Favorites

On the quick access panel, you can create shortcuts to 3 favorite programs. To save an Auto program or Manual session to a favorite button, press and hold the button for 5 seconds, until you hear consecutive beeps confirming the program is saved, while running the program. Whenever you save to a favorite button, anything previously saved to that button will be overwritten. To recall saved favorites, simply press a favorite button and your massage program will start.

# Set your **Environment**

## Intelligent Voice Command + Control

Your chair includes built-in ***Intelligent Voice Command + Control***. In the steps ahead, you'll learn how to activate hands-free control by turning the voice command system on or off.

### Turn On Listening

To activate Intelligent Voice Command + Control, tap ***Setting*** from the Home screen, then tap the microphone icon labeled ***Voice Commands*** and tap the button to turn on (microphone icon button will illuminate).

### Turn Off Listening

To turn off Intelligent Voice Command + Control, return to the Home screen, tap ***Setting***, then tap the microphone icon labeled ***Voice Commands***. The button light will turn off, indicating that voice control is now disabled. It will remain inactive until you turn listening back on.

### 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 15 seconds.** Make sure to speak clearly and slowly. After 15 seconds the Intelligent ***Voice Command + Control*** 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 touchscreen tablet. To access the voice command list, tap ***Setting*** from home screen, then tap ***Voice Commands List*** underneath the voice commands icon.

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

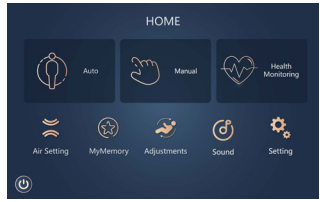
Then speak one of the following
**Commands:**

**End Massage**
**Pause Massage**
**Resume Massage**
**Relax Massage**
**Stretch Massage**
**Yoga Massage**
**Demo Massage**
**Recovery Massage**
**Rest & Relax Massage**
**Morning Massage**
**Night Massage**
**Stress Relief Massage**
**Meditate Massage**
**Aging Massage**
**Gamer Massage**
**Driver Massage**
**Athletic Massage**
**On the Go Massage**
**Sedentary Massage**
**Neck Massage**
**Shoulder Massage**
**Back Massage**
**Lumbar Massage**
**Waist & Hip Massage**
**Leg & Feet Massage**
**Upper Body Massage**
**Lower Body Massage**
**Switch Off**
**Start Heat**
**Turn Off Heat**



## 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 speakers next to your head. To turn SootheMe® nature sounds off, de-select the activated sound or tap OFF under volume level.




Tap ***Sound*** button

### Volume Level

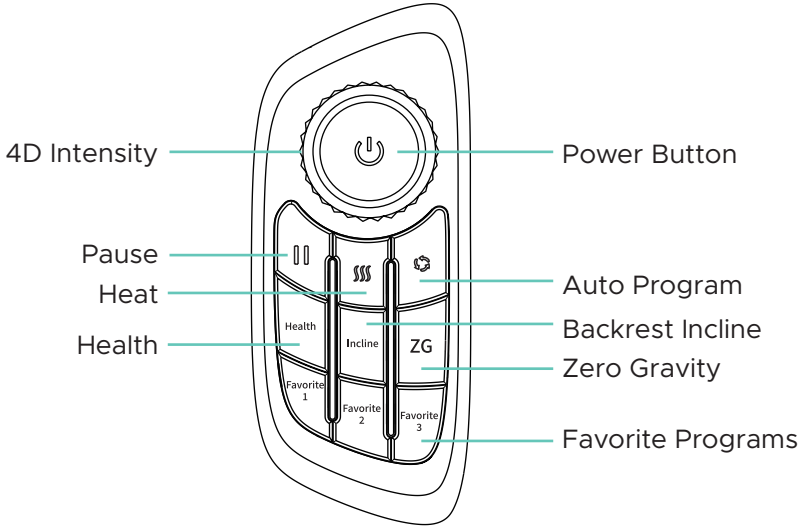
Increase or decrease volume of SootheMe® Nature Sounds. **1 = low, 9 = high,** or **Off**. Tap the screen to select a SootheMe® nature sound.

| Sounds | What is it? |
|---|---|
| **White Noise** | A constant, even loop of pure white noise to mask out distractions |
| **Ocean** | Soothing ocean waves rolling onto the shore |
| **Crickets** | Chirping crickets, water trickling from a pond, and faint traffic noises |
| **Rain** | Quiet, light, refreshing rain falling to the ground |
| **Fireplace** | A cozy crackle, gentle pops, and soft hissing as flames dance and logs shift |
| **Airplane** | Propeller engine chugs and hums while idling before takeoff |
| **Car Ride** | Calming inner-city traffic featuring cars, trucks, and motorcycles |
| **Thunder Storm** | Thunder cracks, rain pours, and wind howls through the darkened sky |
| **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 |

# Set your **Environment**

## Quick Access Panel

The Quick Access Panel allows you to run a smart massage, power your chair on and off, pause your massage, turn on zero gravity, choose an auto program, and access your favorite massage programs with a press of a button.

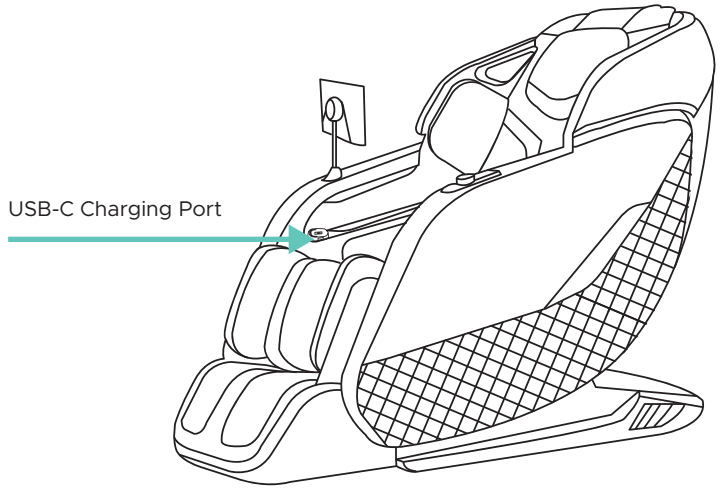



**4D Intensity -** Turn the dial clockwise to increase intensity and counterclockwise to decrease intensity of the 4D mechanism.
**Power Button -** Press the power button to turn the chair on, press and hold the power button to turn the chair off.
**Pause Button -** Press the pause button to pause your massage program, press again to resume.
**Heat Button -** Press the button to turn on lumbar and feet heat on low. Press again to turn off.
**Auto Program -** Press this button to start 1 of 8 auto programs. Press again to cycle through each auto program.
**Health Sensor -** Uses AI sensors to check your heart rate and blood oxygen, then suggests a massage program based on your data.
**Incline Button -** Press this button to raise the backrest to an inclined position. Press again to return to an upright position.
**Zero Gravity -** Press this button to activate Zero Gravity, press again to return to an upright position.
**Favorite 1/2/3 -** Save 3 favorite programs and recall them here with a single push of the button. See page 21 for instructions on how to save and overwrite massage programs to these buttons.



## USB-C Charging Port

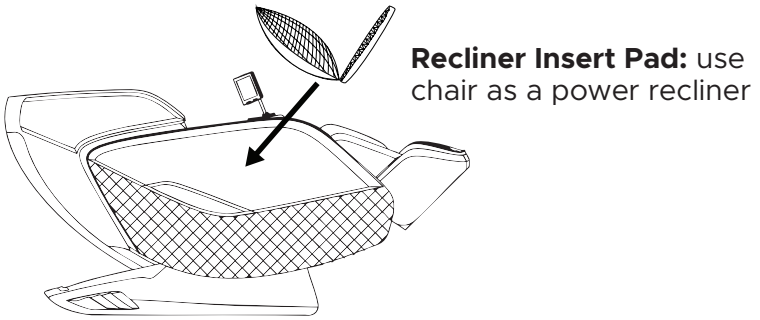
Your massage chair is thoughtfully equipped with a convenient **USB-C charging port**, perfect for keeping your smart devices powered up while you relax. Simply use your own **USB-C charging cord** to connect your USB-C capable device. You'll find the USB-C charging port integrated into the health sensor, which is located on the right arm panel of the chair.



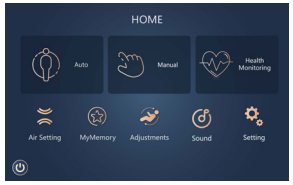

*Note: When the chair's power switch is turned on, charging by USB-C will always work. If the chair's power switch is off, the USB-C charging port will not power on or provide power to your connected device.*

## Zero Gravity Power Recliner Insert

Place the insert pad in the seat for an extra layer of plush cushioning. Choose a Zero Gravity reclined setting, and your chair transforms into a luxurious power recliner, allowing you to enjoy the full benefits of the pad as you relax, read, or simply unwind.



# Settings




Tap ***Setting*** button

## Setting

Tap **Setting** on the home screen to enter the setting display screen. Use this screen to adjust and personalize your chair and tablet settings.

## Screen Time-Out

The **screen time-out buttons** allow you to set how long the screen remains active before automatically dimming or turning off, helping to reduce distractions and conserve energy during use. Press the **"-"** to reduce the time, press the **"+"** to increase the time. The ***minimum amount*** is 1 minute and the ***maximum amount*** is never (the display never turns off).

## Backlight

The massage chair's backlight feature adjusts screen lighting for a soothing atmosphere. Use the **"+"** button to increase brightness and the **"–"** button to decrease it to your preference.

## Key Tone

The massage chair's key tone feature controls the sound of button taps. Press **"+"** to increase the tone volume or **"–"** to lower the key tone.

## Bluetooth®

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



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

## Sleep Mode

Tap sleep mode to turn **on** or **off**. Sleep Mode keeps your reclined setting in place even after the massage program has ended.

## Light

Tap the Light button to turn the Chromotherapy lighting on or off. When activated, soothing LED lights embedded in the side arm panels gently illuminate, creating a calming ambiance to enhance your massage experience.

## 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.

## Voice Control

Toggle your chair's Intelligent Voice Command + Control listening: **On,** or **Off**. Tap button to illuminate (on) or shut off.

## Voice Command List

Tap **Voice Command List** to access a complete list of the chair's voice commands. Press the top right "X" with a circle around it to return to System Display Screen.

## Language

Toggle language settings, choose from **English, Chinese,** or **Spanish**. Tap your preferred language button.

## Power Button

Tap the power button to turn off the massage chair. Note: If sleep mode is turned on the chair will not reset to its upright position when tapping and holding the power button.

# 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 my cause drowsiness, disorientation, or impairment of judgment or motor skills.
- Do not use the massage chair right after a meal, as it may cause discomfort.
- If you feel any abnormal discomfort during the operation of the massage chair, turn off the power immediately and discontinue use.
- Do not use this appliance when ambient temperature is over 40 C (104 F).
- Do not use this appliance in humid or dusty environment, or when any part of the body is in contact with plumbing or any similar ground.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, dust and the like.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Place the product on a flat, level floor to reduce risk of tipping or overturning.
- Do not use or store near heat or open flame.
- Intended only for users who weigh below 300 lbs.
- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Massage chair intended only for use by one person. Do not use by two or more persons at the same time to avoid damage to the product.
- Do not allow children to stand, jump, or play on or around massage chair, even when it is not powered on or in use.
- Remove personal accessories such as jewelry from arms and empty pockets, and remove loose clothing while using the massage features of the chair.
- Check the upholstery under the cushions and other spots for damage or loose objects that may cause injury or damage chair while operating. If any damage is present, do not use the massage chair and refer to a qualified service professional for servicing.
- To avoid damage to chair, walls, or other objects, make sure there are no obstacles behind the chair and there is enough clearance before adjusting the backrest or leg rest angle.
- Please be seated properly while using the product.
- To avoid damage to chair or floors, do not drag or push the chair or roll its casters on wood floor or carpet. See instructions on *p.7* for safely moving chair.
- If massage chair is not working properly, has been dropped or damaged, or has been dropped into water or exposed to flooding, return the appliance to a service center for examination and repair before attempting to use.
- Do not drop or insert any object into any openings in chair.

# Staying **Safe**

### WARNING

**Read and follow these instructions concerning safe use of the power cord and power unit to avoid possible electric shock, fire hazard, use of chair by and injury to unattended children, or damage to chair or other property.**

**⚠ WARNING**

- To avoid risk of electric shock, connect this unit to a properly grounded outlet only. See Grounding Instructions on *pg. 7.*
- Always unplug massage chair from the electrical outlet immediately after use and before cleaning. An appliance should never be left unattended when plugged in. To disconnect, turn all controls to the off position, then remove plug from outlet.
- Do not use massage chair and unplug from outlet during thunder or lightning storms, and before putting on or taking off parts.
- To ensure safe operation, power must be supplied only at standard 110 voltage, to the specifications of the appliance. Confirm that the power voltage stated on the rating label corresponds to your local electricity supply.
- The massage chair should be used only with the power supply unit provided. Do not use with any other power source.
- Do not use a wet or damp hand to unplug the cord to avoid electric shock.
- Do not pull on the power cord to unplug. Grip by plastic end nearest outlet to unplug power cord.
- Do not squeeze, over bend, pull hard, or twist the power cord.
- Keep the power cord away from heated surfaces.
- Do not carry or drag the chair by power cord or use cord as a handle.
- If there is any smoke or unusual smell while using massage chair, stop using immediately and unplug the power cord.
- Never operate the chair if it has a damaged power cord or plug. If the power cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person to avoid a hazard.

**Do not disassemble, dismantle or attempt to repair massage chair. Such actions, as well as misuse of product, may cause damage to or failure of massage chair and may void the manufacturer's warranty. For repairs, please contact an authorized dealer or repair agent at 603-910-5000. For additional details concerning terms, conditions and limitations of warranty, see https://infinitymassagechairs.com/warranty-info.**



# Fixing **Issues**

## Trouble Shooting

| No. | Symptoms | Possible Causes | Possible Solution |
|---|---|---|---|
| 1 | Noise is heard while in use | These noises are normal and arise from friction between the massage rollers and the faux leather cover | No need to take any measures |
| 2 | Massage Chair does not start | - The power cord is not secured into the socket<br>- Not switched ON<br>- The fuse is blown | - Insert the power plug properly into the power socket<br>- Turn on the switch found on chair side. Then push power button on remote<br>- Replace only with a fuse of same type and rating |
| 3 | No music comes from the speaker | The volume is turned to the lowest setting | Adjust the speaker volume from the mobile device. Make sure Bluetooth setting on chair and phone are both ON |
| 4 | Backrest or footrest can not raise or recline | Excessive load has been pressed on the backrest or legrest | Reduce the load and try again |
| 5 | Airbag malfunction | The air hose is blocked | Straighten the air hose and clear out 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 you cooperation*

## Specifications

| | |
|---|---|
| Model | Sovana 4D DualPro |
| Dimension of Main Body (in) | 63.4"x 31.1" x 48.6" |
| Necessary Clearance to Wall (in) | 5" |
| Net Weight (lbs) | 260 |
| Shipping Weight (lbs) | 320 |
| Max. User Weight (lbs) | 300 |
| Voltage | 110-120V |
| Rated Current | 1.6A |
| Power Consumption | 180W |

# Fixing **Issues**

## Frequently Asked Questions

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

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

1. Use Pillow to reduce upper body intensity.
2. Head over to the **controls screen** and adjust the **4D Strength** to low ( 1 ).
3. Tap the **adjustments screen** and tap the incline button to return the chair to an upright position. 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 rollers by heading to the **controls screen**. On the lower left of the screen, you will see a foot next to the power button. Tap the foot rollers on-screen button "OFF" and the foot rollers will turn off.

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

**A:** Your Infinity massage chair is an amazing combination of programming and robotics. On occasion the chair just may need to be rebooted. To do this power down the chair and unplug from the wall for 5 minutes then plug back in and power back up to see if it self-healed. If you are still having an issue, give Infinity a call at 603-910-5000.

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

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

For more information and access to further questions, and resources, visit our website at www.infinitymassagechairs.com



## 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.

5 YEAR
INFINITY CARE
LIMITED WARRANTY

SCAN CODE

INFINITY®

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Version 1.5