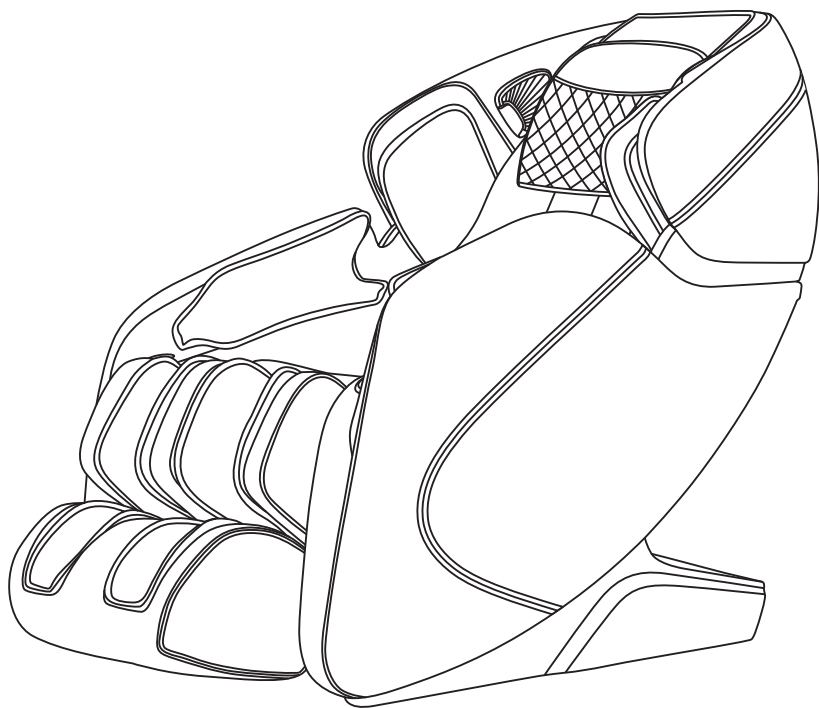




## **USER'S MANUAL**

### **MASSAGE CHAIR**

### **JL10003**

THIS INSTRUCTION BOOKLET CONTAINS **IMPORTANT** SAFETY INFORMATION. PLEASE READ AND KEEP FOR FUTURE REFERENCE.

**Please give us a chance to make it right and do better!**

Contact our friendly customer service department for help first.

Replacements for missing or damaged parts will be shipped ASAP!

**Follow Costway**



# Contact Us!

## **Do NOT return this item.**

Contact our friendly customer service department for help first.



# Before You Start

- ⚠ Please read all instructions carefully.
- ⚠ Retain instructions for future reference.
- ⚠ Separate and count all parts and hardware.
- ⚠ Read through each step carefully and follow the proper order.
- ⚠ We recommend that, where possible, all items are assembled near to the area in which they will be placed in use, to avoid moving the product unnecessarily once assembled.
- ⚠ Always place the product on a flat, steady and stable surface.
- ⚠ Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.

Thanks for purchasing this product. Please read this manual instruction carefully in order to know how to use this product correctly before operation. Please pay more attention to some important safety warning and keep this manual book properly for future use.

Note: Our Company reserves the right to revise the design and description of this product without any further notice. Please refer to the actual color of this product.

## **CONTENTS**

---

Safety and maintenance

Safety warning

Name and function of components

Function

Method of usage

Product specification

## **Safety and maintenance**

### **1. Important Safety Warning.**



- Please do not allow children to touch moveable part of this product.
- Please use well-grounding power supply suited to this product.
- Please pull out the plug after use or before cleaning to avoid injury or damage to the product.
- Please operate this product according to this manual instruction.
- Please do not use accessories which are not recommended.
- Please do not use this product outdoors.
- Please read this manual instruction carefully before operation.
- Any other usage that is not listed in this manual instruction is forbidden.
- 20 minutes of usage each time is recommended.
- Please do not use it if the leather is broken or damaged.
- Please do not use it if the cover or leather is damaged.
- Please do not use it if the radiator hole is covered or blocked.
- Please do not drop anything into this product.
- Please do not fall asleep while using this product.
- Please do not use it if drunk or feel unwell.
- Please do not use it within one hour after having meal.
- Please do not make the massage function too strong to avoid injury.
- Please do not carry fragile, explosive and combustible materials in your pocket such as mobile phones, lighters and so on, when using massage chair.

### **2. Environment for usage.**

- Please do not use it under high temperature and moist environment such as bathroom.
- Please do not use it immediately while the environmental temperature changes sharply.
- Please do not use it under heavy-dusty or caustic environment.
- Please do not use in places with insufficient space or poor ventilation.
- Normal room temperature 0 °C to 35 °C (32 °F ~ 95 °F).
- Please do not use this product in an excessively humid room (such as a bathroom) at a relative humidity of 20% to 80%.
- Please do not use this product outdoors.
- Avoid direct sunlight.
- Keep this product away from heat source (such as the fireside, the air outlet of the air conditioner).
- Please do not use this product in lightning weather.
- Please do not use this product in dusty places.

**3. People who are not suitable to use this product.**

- People who are suffering from osteoporosis are not suitable to use this product.
- People who are suffering from heart disease or carrying electronic medical equipment such as heart pacemaker are not suitable to use this product.
- People who are suffering from fever are not suitable to use this product.
- Pregnant women or women that are in menses period are not suitable to use this product.
- People who got injured or skin disease are not suitable to use this product.
- Children under 14-year old or people mentally unbalanced without being Supervised are not allowed to use this machine.
- Those who have been told by the doctor to take a break or feel unwell are not suitable to use this product.
- It is forbidden for people with wet body to use this product.
- The surface of the product is heated. People who are not sensitive to heat must be careful when using this equipment.

**4. Safety.**

- Check the voltage if it is suitable to the specification of this product.
- Please do not use wet hand to pull the plug.
- Please do not make water go inside this product to avoid electric shock or cause damage to this product.
- Please do not damage the wires or change the circuit of this product.
- Please do not use wet cloth to clean the electric parts such as switch and plug.
- When the power is off, stay away from the product to avoid sudden power restoration causing injury.
- Stop using this product while it works abnormal, and please consult local agent immediately.
- Stop using this product if you feel unwell, and please consult health care doctor.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by qualified persons in order to avoid a hazard.

### **5. Maintenance.**

- This product should be maintained by qualified persons, users are prohibited to disassemble or maintain by themselves.
- Please do not forget to cut the power after usage.
- Please do not use this product if the socket looses.
- If this product will be left unused for long, please curl up the wires and reserve this product in dry and dustless environment.
- Please do not reserve this product under high temperature or near fire and avoid longtime direct sunshine.
- If the detachable cord / supply cord is damaged, it must be replaced by qualified persons in order to avoid a Hazard.
- Please clean this product by dry cloth. do not use thinner, benzene or alcohol.
- The mechanical components of this product are specially designed and made, it is not necessary to be specially maintained.
- Please do not use angular objects to thrust this product.
- Please do not roll or pull this product above uneven ground, it should be lifted before moving.
- Please use it intermittently; please do not make this product work continuously for long.

### **6. Solution of ordinary malfunctions.**

- It is natural movement voice if the motor sounds while in usage.
- If the controller can't work normally, please check the plug and socket if they are connected strongly and make sure the switch is turned on.
- If the rated working time is over, the product will automatically activate the power-off button; If this product works continuously for long, the temperature protector will make the product automatically power-off, it should be used again after half an hour's rest.

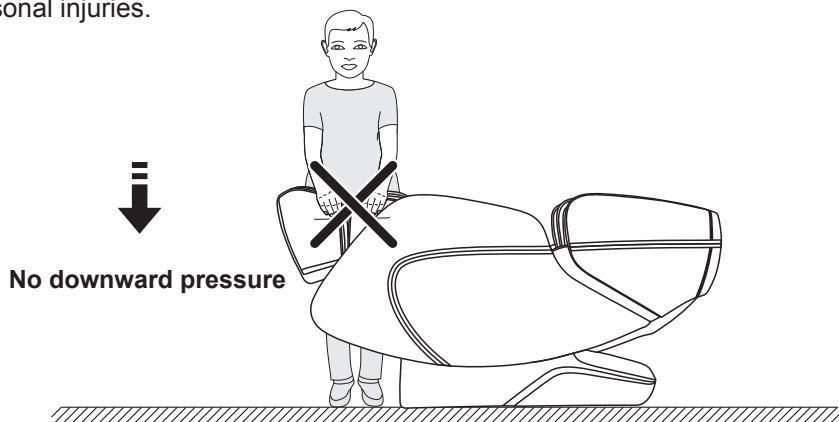
### **7. Storing conditions**

- Storage room temperature -5 °C ~ 35 °C (23 °F ~95 °F ).
- Relative humidity 20% to 80%, no corrosive gas and well ventilated room.

## Safety warning

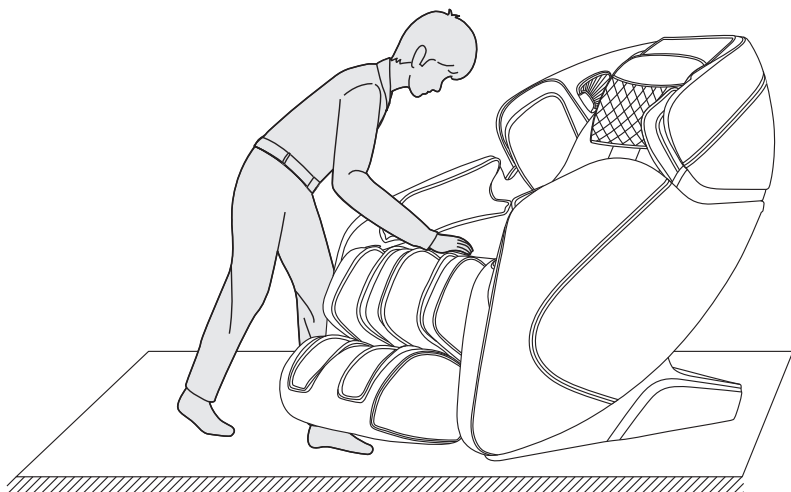
### Warning

When the footrest is raised, people should not apply pressure on the footrest to avoid the massage chair falling forward to damage the product or cause personal injuries.



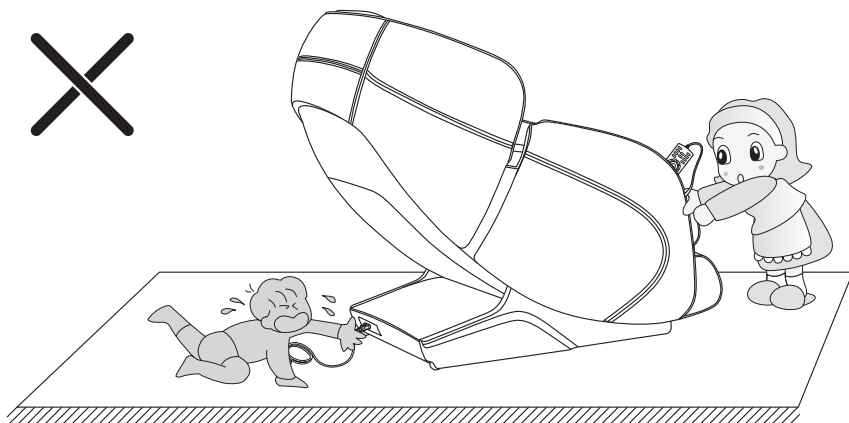
### Warning

Before sitting on the massage chair, make sure that the massage hand stays on the seat cushion position to avoid discomfort in the buttocks or damage to the massage hand during the downward pressing of the body.

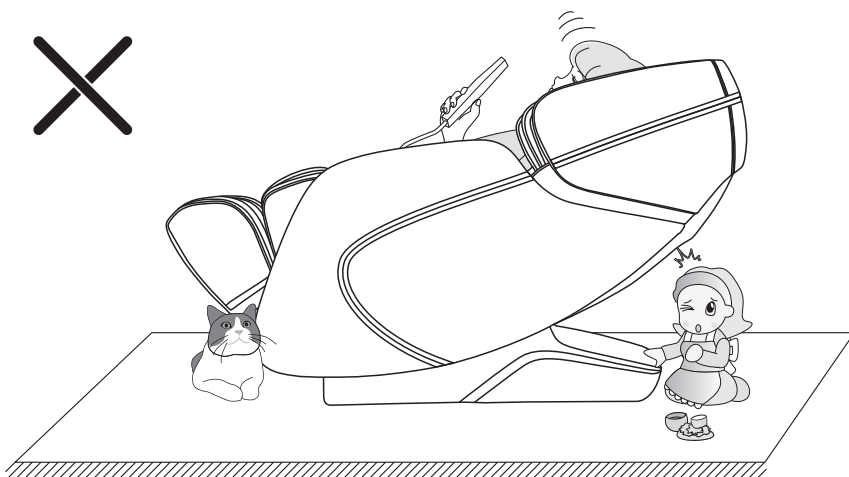


**⚠ Warning**

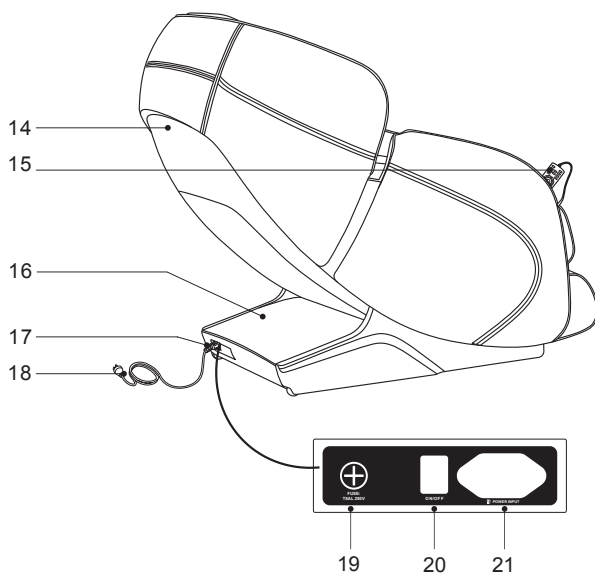
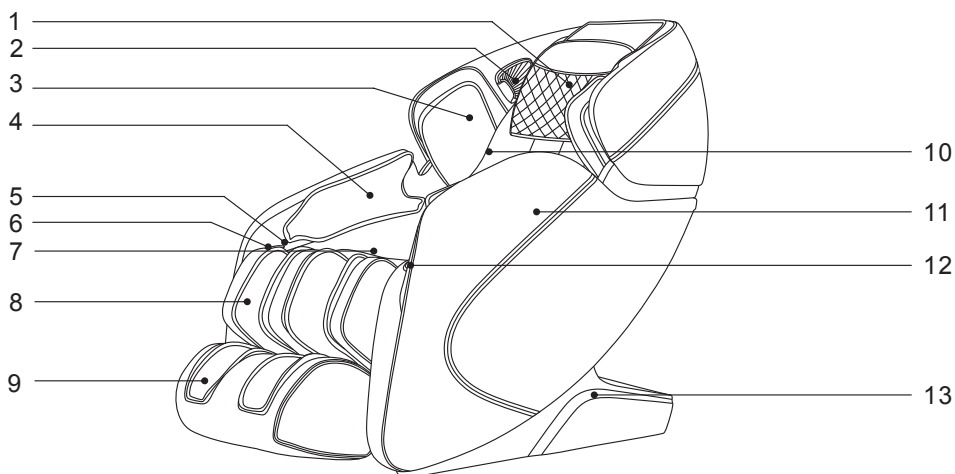
Do not try to unplug the control cable or power cord in the standby or power-on state to avoid product damage or electric shock. It is recommended that you unplug the controller cable and power cord, and put them away after using the chair.

**⚠ Warning**

When starting the zero gravity lying function, be sure to check whether there are children and pets at the bottom of the footrest and backrest, which may cause the product damage or personal injuries.



## Name and function of components



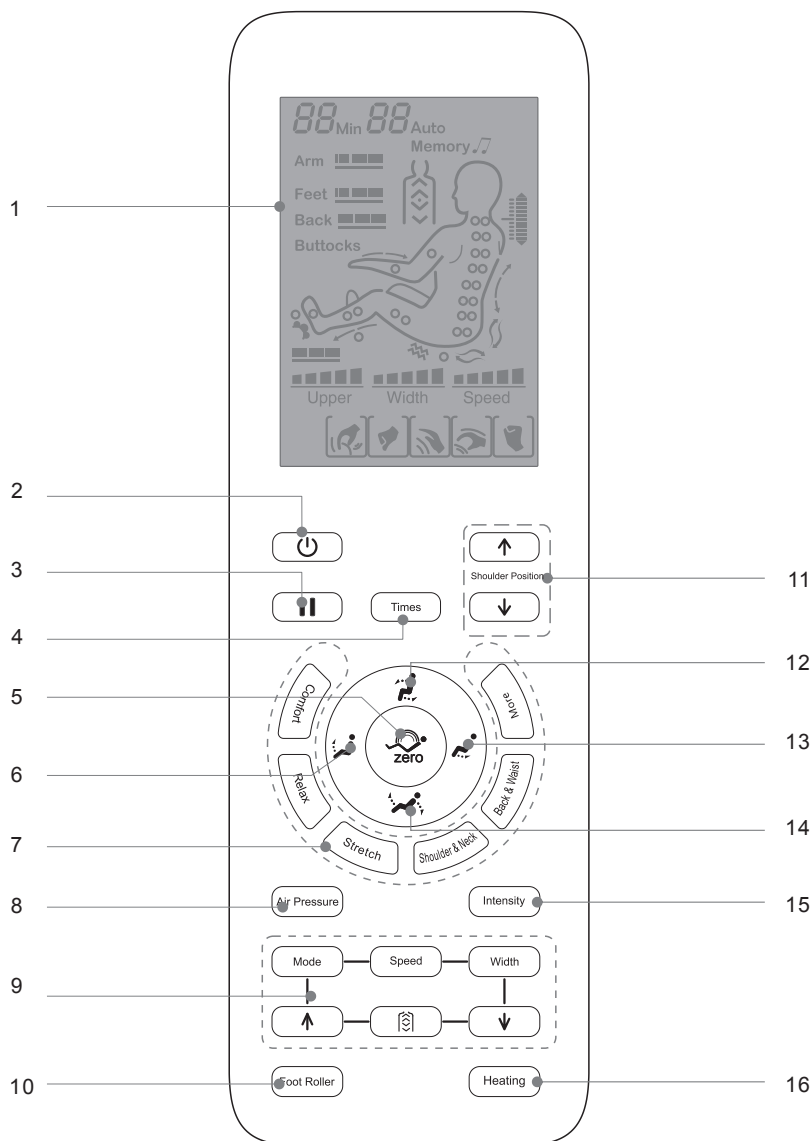
- 1.Head cushion
- 2.3D digital audio (right built-in voice-activated microphone)
- 3.Upper arm airbag component
- 4.Arm airbag component
- 5.Remote controller or mobile phone placement slot
- 6.USB charging port
- 7.Seat cushion
- 8.Legrest
- 9.Footrest
- 10.Backrest
- 11.Armrest
- 12.Armrest shortcut key
- 13.Side cover
- 14.Backrest cover
- 15.Remote controller
- 16.Drive box cover
- 17.Lockable wheel
- 18.Power cord and plug
- 19.Fuse holder
- 20.Power switch
- 21.Power input

## Function

- This product has designed a set of massage manipulator that can walk up and down, four-wheel drive and mute design.
- There are five simulative massage techniques: finger pressing, kneading, knocking, tapping, tapping and kneading at same time.
- Equipped with shoulder automatic positioning detection.
- Automatic massage functions: automatic massage includes 12 kinds of automatic massage functions, including comfortable massage, relaxing massage, traction massage, shoulder and neck massage, back and waist massage, whole body massage, Protection of vertebral massage, fatigue recovery, stretching muscles and activating collaterals, beautiful buttock shaping, soothing sleep and full air pressure.
- Equipped with upper body manual massage function (the whole body, fixed point and local three massage parts are selected, and the speed of each massage manipulation can be adjusted with five speeds. In fixed point and local state, the manipulator can adjust the position up and down; When tapping, pressing and percussion massage, the width of the massage ball can be wide, medium or narrow.
- Pneumatic massage function three modes and three levels of intensity selection; Body pressure, arm pressure, leg pressure, It is equipped with foot roller massage function.
- With back heat treatment function: carbon fiber as far infrared heat source.
- Under the backrest frame, the backrest adopts slide rail technology to keep the zero space against the deviation wall all the time, so as to save the space to the greatest extent.
- It has intelligent voice recognition function and intelligent voice control wake-up button on the left armrest.
- The calf frame is provided with a telescopic adjustment function, and the calf foot is pulled out with the ankle. The length of the foot extension can be determined according to the length of the user's leg, and the foot is retracted by the spring force to adapt to different heights of the person.
- Backrest frame guide adopts curve guide technology, which completely conforms to the curve of human back, and can enjoy massage from head to thigh.
- Music playback system, 3D digital audio built into left and right upper arms. Use the bluetooth function of the smart device to play music wirelessly.
- The front end of the right armrest is provided with a manual control slot or a mobile phone slot, and has a USB charging function.
- There are five kinds of handrail shortcut keys on the left handrail, such as the opening key, the calf frame lifting button, the linkage adjustment button, the automatic mode button, and the voice wake button.
- It is equipped with foot roller massage function.
- LCD Color screen controller.
- Shutdown automatic sitting function, manipulator automatic reset function.

# Method of usage

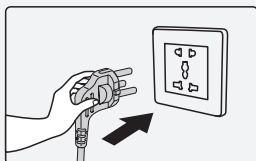
LCD: display all massage functions.



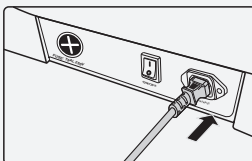
1. LCD:
  - Display all massage functions.
2. Power switch:
  - Turn on or off all massage functions.
3. Pause \ Start button:
  - Pause or start all massage functions.
4. Timing key:
  - Timing time adjustment
5. Automatic reclining key:
  - There are three automatic reclining modes, which can automatically switch according to your own needs.
6. Footrest up key:
  - Adjust footrest up.
7. Automatic massage button:
  - Please refer to page 14 of this manual for details.
8. Air pressure mode key:
  - Turn on/off air pressure massage function (please refer to page 15 of this manual for details).
9. Manual massage key:
  - Please refer to page 15 of this manual for details.
10. Foot roller key:
  - Please refer to page 16 of this manual for details.
11. Shoulder adjustment key:
  - Manual adjustment of human shoulder position massage finger pressure point.
12. Up key:
  - Adjust backrest frame to rise and calf frame to drop.
13. Calf frame down key:
  - Adjust calf frame down.
14. Lie down key:
  - Adjust backrest frame to drop and crus frame to rise.
15. Air pressure intensity key:
  - Adjust air pressure intensity function.
16. Heating key:
  - On/off heating massage function.

## 1. Switch power supply on

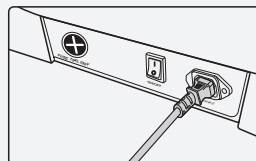
### ① Diagram of plug in



### ② Diagram of line



### ③ Diagram of the switch position of power supply

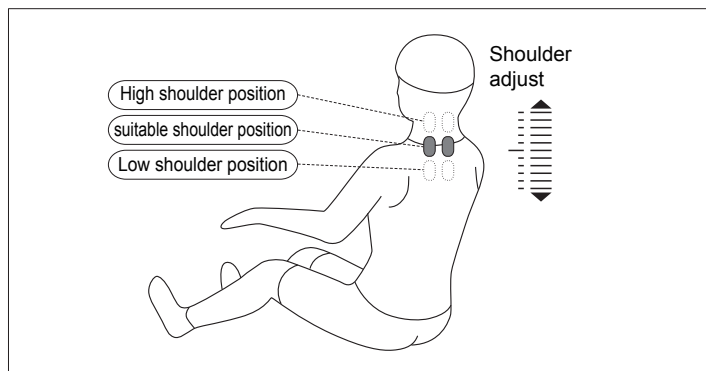


## 2. Start to massage

- ①. Press power button to start massage, start comfort auto massage by default.
- ②. The massage chair automatically recline.
- ③. The shoulder position is automatically detected, make sure sit on massage chair closely.
- ④. If the detected shoulder position deviates from the actual position, you can adjust the up and down button to a suitable position. The shoulder position has 10 adjustable levels. If there is no shoulder position adjustment within 10 seconds, the massage function will start automatically.

Note: In the progress of starting massage function, you can select the auto massage function. Repeatedly select the same auto massage function, you can skip the detection process and directly enter the massage.

| Button | Description                                            | Display |
|--------|--------------------------------------------------------|---------|
|        | Move the massage balls upward to a suitable position   |         |
|        | Move the massage balls downward to a suitable position |         |



## • Automatic massage

| Function          | Button                                                                              | Description                                                                                                                                                    | Display |
|-------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Automatic massage |    | Comfort: The most comfortable massage experience.                                                                                                              | F1 Auto |
|                   |    | Easy: soft and comfortable massage depth, relieve body fatigue                                                                                                 | F2 Auto |
|                   |    | Frame and backrest frame rise and fall, and air pressure massage, and stretch or traction on the leg, remove fatigue, restore vitality.                        | F3 Auto |
|                   |    | Shoulder & neck: focus on shoulder and neck massage.                                                                                                           | F4 Auto |
|                   |    | Back & waist: focus on waist massage.                                                                                                                          | F5 Auto |
|                   |  | Full body massage: deep massage to rejuvenate the body.                                                                                                        | A1 Auto |
|                   |                                                                                     | Chiropractic massage: focus on chiropractic massage, relax body and mind.                                                                                      | A2 Auto |
|                   |                                                                                     | Fatigue recovery: improve the whole body fatigue and pain, for the back, limbs to achieve relaxation and improve microcirculation, quickly relieve fatigue.    | A3 Auto |
|                   |                                                                                     | Meridians massage: dredge meridians, quickly improve the body's microcirculation, enhance immunity.                                                            | A4 Auto |
|                   |                                                                                     | Shaping buttock massage: effective massage for buttocks and thighs, beautify body shape, reduce the accumulation of redundant adipose body.                    | A5 Auto |
|                   |                                                                                     | Sleep peacefully massage: through the twelve major health acupoints massage to help the body recuperate balance, quickly improve sleep, improve sleep quality. | A6 Auto |
|                   |                                                                                     | Full air pressure: focus on full body pressure massage to fully relax the body, reach the depth of full body massage, and fully relieve body fatigue and pain. | A7 Auto |

## • Upper body manual massage

| Function     | Button                                                                            | Massage ball adjustment                                                                        |                        | Display                                                                                    |
|--------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------|
| Technique    | Mode                                                                              | Shiatsu: speed, width.                                                                         |                        |           |
|              |                                                                                   | Knead: speed.                                                                                  |                        |           |
|              |                                                                                   | Beat: speed, width.                                                                            |                        |           |
|              |                                                                                   | Knead pat: speed.                                                                              |                        |           |
|              |                                                                                   | Knock: speed, width.                                                                           |                        |           |
| Speed        | Speed                                                                             | 5 speeds are adjustable.                                                                       |                        | <br>Speed |
| Width        | Width                                                                             | The width can be adjusted in three levels.                                                     |                        | <br>Width |
| Back stretch |  | Fixed position and spot massage.                                                               |                        |           |
|              |                                                                                   | Small area local round trip massage.                                                           |                        |           |
|              |                                                                                   | A round trip massage.                                                                          |                        |           |
|              |  | Massage position adjustment (in fixed point and local mode, massage position can be adjusted). | Manipulator uplink     |                                                                                            |
|              |  |                                                                                                | Manipulator descending |                                                                                            |

## • Pneumatic massage

| Function          | Button       | Description                                                 | Display                                                                                                                                                                             |
|-------------------|--------------|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Air pressure Mode | Air Pressure | Full pressure: air pressure massage on arms, legs and feet. | Arm <br>Feet  |
|                   |              | Arm: air pressure massage with the arm as the focus.        | Arm                                                                                              |
|                   |              | Leg: barometric massage for leg, foot.                      | Feet                                                                                             |
| intensity         | Intensity    | Adjustable in three levels.                                 | Arm <br>Feet  |

## • Foot roller massage

| Function    | Button                                                                            | Description                                                                                                                                                                                 | Display                                                                           |
|-------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Foot roller |  | Press this button to turn on or off the foot roller massage, and you can adjust the three intensity levels of weak, medium and strong or turn off this function to cycle these four states. |  |

## • Heated massage

| Function | Button                                                                            | Description                                                                                                  | Display                                                                           |
|----------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Heat     |  | Press this button to turn on or off the back far infrared hyperthermia. Turn on 3 minutes later Have a warm. |  |

## • Pause/start massage button

| Function    | Button                                                                            | Description                                                                                                                                                                                                   | Display                                                                           |
|-------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Pause/start |  | Press this button in the process of massage, and all massage movements will be suspended urgently when time continues to countdown), and then press this key to resume all operations before pausing massage. |  |

## • Adjust lying Angle

| Function     | Button                                                                              | Description                                                                                                                                                                                               |
|--------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Set up       |  | Press this button, backrest frame slowly rise, calf frame slowly fall, and issued "di...di..."until it reached the top. Press this button again in the process of sitting, then stop sitting immediately. |
| Lay down key |  | Press this key, backrest frame slowly down, calf frame slowly up, and issued "di...di..."until it stops. Press this key again in lying down process, stop lying down immediately.                         |
| Calf Rise up |  | Press and hold this button, the calf frame slowly rises, and issue "di...Di..."Until it reaches the top and stops. Release it and stop adjusting.                                                         |

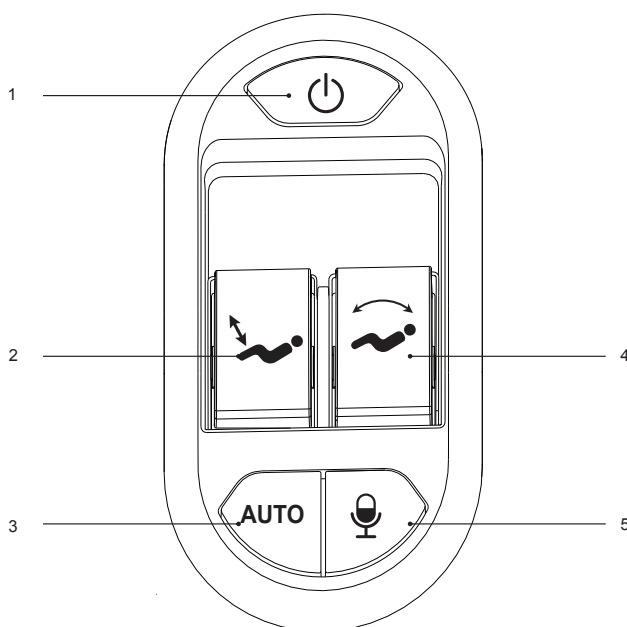
|                           |                                                                                   |                                                                                                                            |
|---------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Calf<br>Go down           |  | Press this button, lower leg frame slowly, and issue "di...Di..." Until the end of the stop, release will stop adjustment. |
| Lie down<br>automatically |  | Each time you press the button, you can switch to an automatic lying mode. There are three modes in total.                 |

### • Other manual functions

| Function | Button                                                                            | Description                                                                                                                          | Display      |
|----------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Timing   |  | Time adjustment, each press will add 5 minutes, can not exceed 30 minutes, if more than 30 minutes return to the minimum time value. | <i>20min</i> |

## 3. Introduction of handrail shortcut keys

### Left armrest



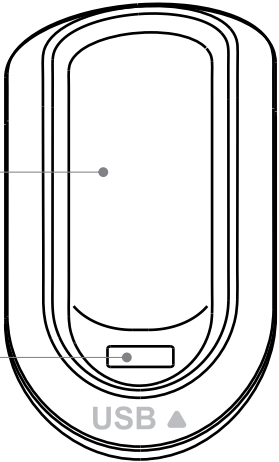
1. ON/OFF key: Press it to start the massage chair.
2. Leg Rest up/down key: Press it to make the legrest move upward/downward.
3. AUTO key: Press it to enable the automatic massage function.
4. Linkage adjustment key: Press it to perform linkage adjustment on the backrest for upward/downward movement.
5. Voice control and wake-up button: Short press to enable the voice control function, long press 3 seconds to turn on or off the voice control function.

| Function                                                                          | Description                                                                                                                                                          |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Power button: Press it to turn on or off all massage functions.                                                                                                      |
|   | Move the backrest and the legrest upward: Press the button to make the backrest rise and the legrest move downward slowly. Release the button to stop such actions.  |
|                                                                                   | Move the backrest and the legrest downward: Pull the button to make the backrest move downward and the legrest rise slowly. Release the button to stop such actions. |
|   | Voice control and wake-up button: Short press to enable the voice control function, long press 3 seconds to turn on or off the voice control function.               |
|   | Legrest up button: Pull the button to make the legrest rise slowly. Release it to stop such action.                                                                  |
|                                                                                   | Legrest down button: Press the button to make the legrest move downward slowly. Release it to stop such action.                                                      |
| AUTO                                                                              | Automatic mode key: Press it to switch among those automatic massage functions.                                                                                      |

**Right armrest**

Remote controller  
or mobile phone  
placement slot

USB charging port



## IV.Voice Control Instruction

- When the massage chair is turned on or in standby mode, the sound “Hi Alice” or “Hey Alice” will be produced to enable the voice control function. Alternatively, you can press the voice control button on the right armrest to enable the voice control function.
- Long press 3 seconds to turn on or off the voice control function.
- After such function is enabled successfully, the massage chair will reply “I am here” At this moment, once a corresponding voice control entry to be implemented is given within six seconds, the corresponding voice control function can be performed after a reply is received from the massage chair; if no correct voice control entry is given within six seconds, the voice control function will be off automatically and needs to be enabled again.
- Note: When waking up the voice control function, please use English, the speech rate is moderate, Voice commands should be follow up the Voice entry.

| Voice control enter                             |                            |                                      |
|-------------------------------------------------|----------------------------|--------------------------------------|
| Awakening words: “hi Alice”. Answer: I am here. |                            |                                      |
| Serial No                                       | Voice control entry        | Answer entry                         |
| 1                                               | Massage on                 | Answer: Ok, massage on.              |
| 2                                               | Massage close              | Answer: Ok, massage close            |
| 3                                               | Comfort Massage.           | Answer: ok, comfort massage          |
| 4                                               | Relax massage.             | Answer: ok, relax massage            |
| 5                                               | Full body massage.         | Answer: ok,full body massage         |
| 6                                               | Neck and shoulder massage. | Answer: ok,Neck and shoulder massage |
| 7                                               | Back and waist massage.    | Answer: Ok,back and waist massage    |
| 8                                               | Stretch massage.           | Answer: ok,stretch massage           |
| 9                                               | Fixed massage.             | Answer: ok,fixed massage             |
| 10                                              | Change the other mode.     | Answer: Ok, change the other mode    |
| 11                                              | Go little down.            | Answer: Ok, go little down           |
| 12                                              | Go little up.              | Answer: Ok, go little up             |
| 13                                              | Open the air pressure.     | Answer: OK, Open the air pressure    |
| 14                                              | Close the air pressure.    | Answer: OK , Close the air pressure  |
| 15                                              | Up the seat position.      | Answer: Ok, Up the seat position     |
| 16                                              | Down the seat position.    | Answer: Ok, Down the seat position   |
| 17                                              | Stop adjustment.           | Answer: Ok, stop adjustment          |

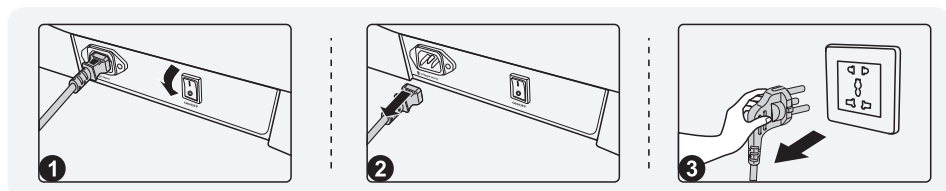
## 5. Bluetooth Player Operation

1. Enter the smart device manual and open the Bluetooth function to search the new Bluetooth devices .
2. Will find the bluetooth named like (IMCM-XXXX), choose it to pair with the chair.
3. Turn on the Music Player in the smart device.

## 6. Turn off the power and stop massage.

When pressing the power button during the massage, it will stop all the massage functions immediately, the backrest and footrest will go back to the default position. And when the massage time is up, the massage hand will go back to the default position, all the massage function will stop, the backrest and footrest will not go back to the default position.

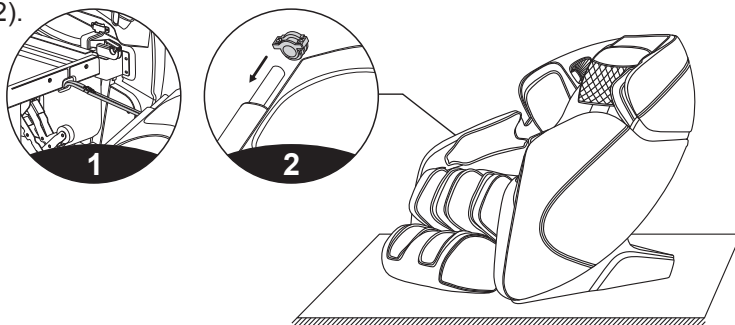
- Cut off the power of the whole machine. Figure (switch power off)



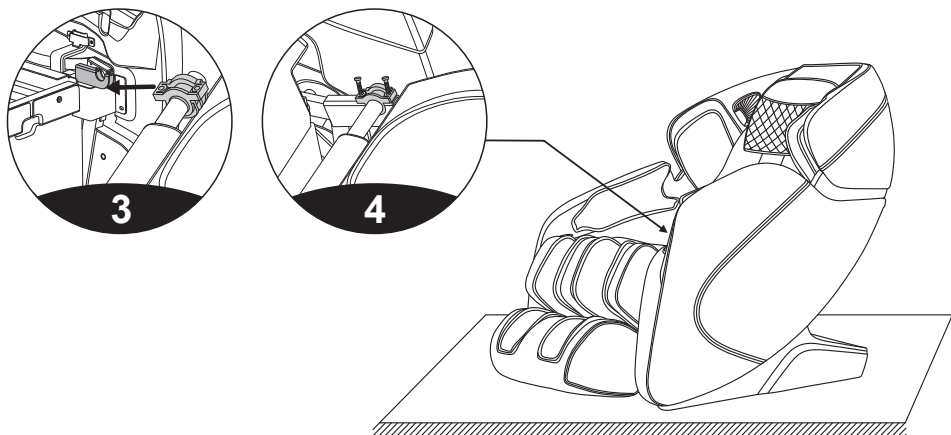
- ① Schematic diagram of the whole machine power turning off.
- ② Schematic diagram of unplugging the whole machine wiring.
- ③ Schematic diagram of unplugging the power plug.

## 7. The calf installation.

1. After connecting the air hose and the wire harness on the calf and the massage chair, untie the fixed line belt and insert the connecting part into the frame. (Figure 1).
2. Place the calf fixing block on the two sides of the round tubes of the calf (Figure 2).



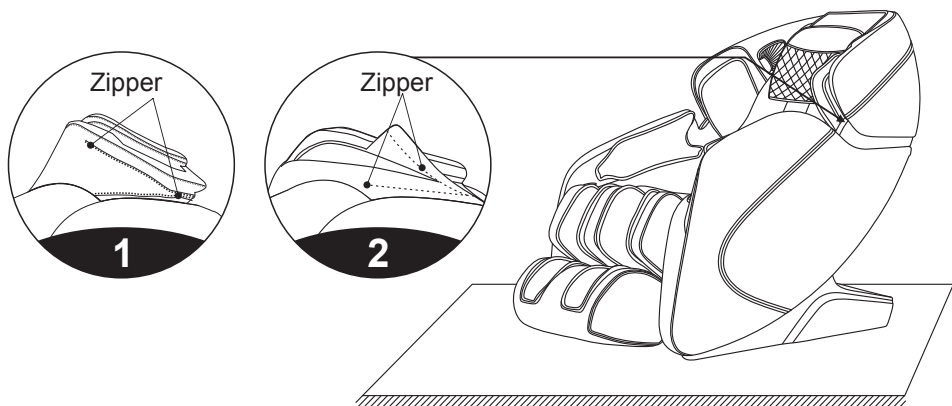
3. Hang the calf of the fixed block on the massage chair frame hook (Figure 3).
4. Then use 4 (each side two pcs) M4 screws to fasten the calf to the massage chair, check whether there is any abnormality, whether the pipeline is folded or not, and finish the installation (Figure 4).



### 8. Head cushions and backrest pad's dismounting and use manual

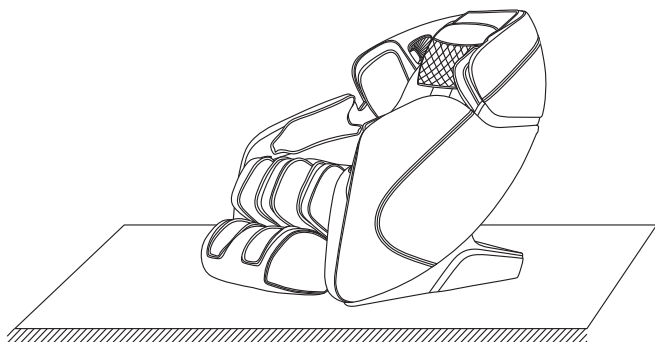
- The head cushion allows you to control the intensity of the neck and shoulder massage. You can decide whether to use the head cushion (Recommend to use).

The backrest cushion and the backrest are connected by zipper (1), head cushion and the backrest cushion are connected by the Velcro as shown in the illustration (2).



### 9. Floor Protection

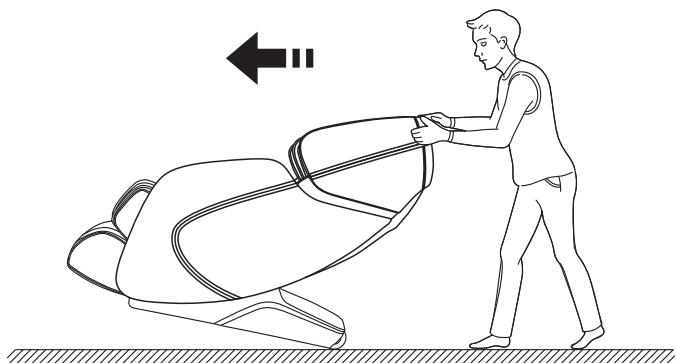
- Put the heavy massage chairs on the wood floor directly may damage the floor, so please place a carpet or other object to avoid this damage.



Caution: Do not move the chair with its wheels on wood floor, rough ground or in a narrow space. Two people are required to lift the chair. During the lifting period, take the calf rest end sealing plate and backrest cover grooves as the force-bearing point(Please do not lift armrest directly.)

### 10. Method of movement

- Make sure that all wires are far above the ground, tilt the backrest backward to a certain degree (with the gravity center resting on the wheels), push the chair forward or backward with your hands and finally resume the chair to the normal position in a slow and gentle manner.(Note: During movement you must turn off the power first and then unplug the power cord and the controller cord.)



Warning : Massage chair rear wheels are only suitable for short distance movement for long distances, pls use other auxiliary tools to move the massage chair.

## **Product specification**

Model: SL-A308

Name: Massage Chair

Rated voltage: 110-120V~ 60Hz ☐

Rated power input:120W

Rated time: 20Min

Safety structure: Class I

Material: PP + ABS + iron + PU leather + sponge pad

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## **Costway Massage Chair Customer Warranty**

Costway products include the following warranty:

This Costway massage chair has a three-year warranty for both parts and labor.

Costway customer service will not issue Return Material Authorizations (RMAs) for products due to buyer's remorse. RMAs will be issued only when product has quality problem. Costway products will be either repaired by the customer or by an in-home technician.

### **Service And Technical Support:**

Customers can contact Costway's customer service department at 213-401-2666 at any time Monday through Friday or via email at [topsupport@costway.com](mailto:topsupport@costway.com) for warranty or service issues.

Customers are required to provide dated proof of purchase (sales receipt) when they contact Costway service department regarding a repair.



A Costway customer service representative will attend to most customer inquiries, however, in some cases, when necessary, a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. Costway customer service will verify that the unit has failed and provide instructions for repairing a unit. All applicable repairs, parts, shipping, handling, local tax, and a "per incident" fee will be charged for non-warranty repairs.

You can visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest terms and pricing depending on the type of issue or incident.

Proof of purchase (sales receipt) is required for all warranty repairs or service.

## **Extended Warranties:**

Costway offers extended warranty programs to enhance ownership of Costway products.

Extended warranty provides: A maximum 2-year limited repair or



replacement massage chair warranty with on-site service in certain areas.

Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest terms for extended warranties.

## Product Repairs

Many Costway product repairs may be performed by the customer in their own home with parts and instructions supplied by Costway, such as remote controller replacements that don't require a technician.

Customers may contact Costway's customer service department at [topsupport@costway.com](mailto:topsupport@costway.com) for warranty or service issues.

Floor Models and Demonstration Units have a prorated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by the retail partner. Proof of purchase (sales receipt) is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" rate.

Warranty Coverage Period: Warranty coverage begins on the date of customer purchase. Proof of purchase (sales receipt) is required for all



warranty repairs. The warranty period is measured by continuous calendar days based on a seven-day week.

**Field Service:** The Costway customer service department will diagnose the problem and schedule an authorized service provider to repair a chair in the customer's residence. If the area is not covered by Costway official or authorized service provider, after the Costway service team diagnose the problem and provide approval, customers may find their own qualified technician. Customers will be reimbursement once an invoice and proof of the technician's qualifications are submitted to the Costway customer service department. The value of reimbursement should not exceed the cost of a Costway official or authorized service provider.

**Parts:** All parts deemed necessary for repairs will be shipped to the customer at no charge.

## **CUSTOMER WARRANTY LIMITATIONS AND EXCLUSIONS**

Warranties are not valid in certain areas. Invalid areas in Canada: NT, NU, YT.



Postcodes start with AOK, AOP, AOR, A2V, GOG, G4T, JOM, ROB, TOP, TOV, VOT, VOL, VOV, VOW, XOA, XOB, XOC, XOG, XOE, X1A, YOA, YOB, Y1A.

Invalid areas in US: Alaska, Hawaii, Puerto Rico, and Guam.

The warranty only applies to Costway products and does not include any accessories or enhancements.

Field service requires pre-approval and must be performed by qualified technicians. Costway official and authorized field service is only available in certain areas. Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest information regarding authorized field service.

Softening of foams and filling composites in pillows, pads, and memory foam occurs naturally and does not constitute a defect under this warranty.

Fading, wear, and piling of fabrics occurs naturally and does not constitute a defect under this warranty.

Natural markings, grain, and dye variations in leather do not constitute a defect under this warranty.

Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped products, a malfunction of or damage to an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorms, hail, earthquakes, or exposure to other weather conditions), loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair.

Damage due to shipping and handling does not constitute a defect under this warranty.

Under no circumstance shall Costway or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical harm, and the like), even if any party has been advised of the possibility of such damages.

Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied



warranty or merchant ability or fitness for particular use.

Costway's sole liability and the purchaser's exclusive right shall be for the repair, or at Costway's option, for the replacement of defective part.

Notwithstanding the above, if replacements parts for defective materials are not available, Costway reserves the right to make substitutions in lieu of repair or replacement.

All warranties begin on the date of purchase; no allowance or extension is offered for delivery and/or installation.

Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.

## **Extended Warranty**

LIMITED REPAIR OR REPLACEMENT MASSAGE CHAIR WARRANTY WITH  
ON-SITE SERVICE

If you have a warranty or product question, please contact Costway's support team at 213-401-2666 at any time Monday through Friday, or via email at [topsupport@costway.com](mailto:topsupport@costway.com).

In the event you detect and report a defect in the workmanship or material of the Equipment, during the Service Period, then the Administrator shall provide the services hereinafter described.

Your purchase of the Extended Warranty shall constitute your acceptance to the terms of this Limited Warranty including the indemnification provisions.

1) DEFINITIONS - For the purpose of this Limited Warranty, the following terms shall have the following meanings:

- (1) "Equipment" shall mean a Costway product or system;
- (2) "Customer" shall mean only the residential end-user of the Equipment who is the original purchaser of the equipment from the Distributor, from an authorized reseller.
- (3) Usages of "you" or "your" refer to the Customer;
- (4) "Commencement Date" shall mean the date on which the Equipment is first purchased by a Customer from the Distributor or from an authorized reseller;
- (5) "Service Period" shall mean the period commencing on the Commencement Date;

(6) "Administrator" shall mean Costway. Usage of "we," "us," or "our" shall mean the Administrator. You may contact the Administrator if you have questions regarding this coverage. We can be reached by phone at 213-401-2666.

2) COVERAGE - During the Service Period, we will repair or replace, at our sole discretion, any defective Equipment. We will return the Equipment to a properly functioning state. To obtain such service, you must be able to provide us with the original, dated proof of purchase (sales receipt) for the Equipment. This Limited Warranty extends only to Customers. Only our representatives may perform repairs on the Equipment under this Limited Warranty. Replaced parts shall be covered under this Limited Warranty for the remainder of the Service Period or for thirty (30) days, whichever is longer. We will provide on-site service as necessary on regular workdays. Submission of the Extended Warranty Card form is not a condition precedent to obtaining service under this Limited Warranty. If a particular replacement part is not available from the manufacturer, we will make reasonable efforts to locate a compatible replacement part. If we are unable to locate a compatible part, we may replace your Equipment with a similar product. Under no circumstances

shall the retail replacement value exceed the original net price paid for the Equipment. In the event you choose not to accept a replacement for your Equipment, we shall no longer be responsible for making repairs under this Limited Warranty.

3) EXCLUSIONS - This Limited Warranty does not include service needed on Equipment as a result of any of the following:

- (1) Installation, set-up, moving, or relocation from the originally installed location;
- (2) Cosmetic changes, tears, or failure of fabrics, woods, foam, pads, plastics, upholsteries, exterior coverings, and damages and changes resulting from normal wear and tear;
- (3) Negligence, misuse, abuse, improper maintenance, electrical disturbances and power surges, acts of nature, or work, attachments, additions, alterations, or modifications by persons other than authorized Administrator service providers;
- (4) Failure by the Customer to use a high-quality surge protector during the entire Service Period; (5) Improper operating environments;

- (6) Any problem not involving a defect;
- (7) Damage or malfunction whatsoever caused by an animal or pet;
- (8) Damage or malfunction whatsoever caused by liquids of any kind;
- (9) Rental, business, commercial, institutional, or other non-residential use;
- (10) Unnecessary service requirement. If no problem is found upon diagnosis by us or any other third party, you may be charged our standard rate for shipping costs and parts;
- (11) Dropped products or components (including remote controls);
- (12) Use of any item with the Equipment that is not designated for use with the Equipment; and
- (13) Field service requires pre-approval and must be performed by Costway's authorized field service personnel. Field service is only available in certain areas. Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest information regarding field service.

#### 4) YOUR RESPONSIBILITIES - You shall:

- (1) Operate the Equipment in an environment meeting the

requirements delineated in the Equipment's owner manual and other provided instructions;

(2) Protect the supply of electricity to the Equipment through the use a high-quality surge protection device;

(3) Permit no work on the Equipment except by our authorized service providers;

(4) Have an adult representative present whenever we provide support services;

(5) Perform telephone or email diagnostic procedures as requested by us;

(6) Safeguard and return (at our expense) all replacement parts shipped to you. Either the part to be replaced or the replacement part or item shipped to you must be returned to the Distributor upon request.

5) EXCULPATION AND INDEMNIFICATION - Our maximum liability under this Limited Warranty is limited to the cost of repairing or replacing defective Equipment. We shall not be liable to you for incidental and

consequential damages. Under no circumstances shall you or anyone else ever be deemed to be a third-party beneficiary of the agreement. We shall not be liable for, and you hereby indemnify and hold us and every authorized service provider innocent from, any and all loss, damage, claim, or cause of action, direct or indirect, incidental or consequential, occurring to you, or to the employees or agents of you, or to any other third party, or to the property of any of the foregoing, which may arise as a result of any defect covered by this Limited Warranty or as a result of any service performed under this Limited Warranty.

Exclusions:

- Any malfunction that is caused by circumstance beyond Costway's control.
- Damage or malfunction resulting from misuse or abuse including, but not limited to, damage from liquids of any kind, transit, shipping, relocation damage, incorrect voltage, operation contrary to what is detailed in the Owner's Manual, modification or repair by the user, use by anyone (whether the product is open or stowed) over weight capacity, or any use by more than one person at a time, outdoor usage, and any flood, fire, or other Acts of God.
- Normal wear and tear and all cosmetic damage to fabric or other exterior parts of the chair.

- Under no circumstances whatsoever shall Costway be liable for special, incidental, or consequential damages.

- Rental, business, commercial, institutional, or other non-residential use