

# **S63 PRO MASSAGE CHAIR**

KGS63PROBEA & KGS63PROCHA

Safety & Warnings	<b>3</b>
Overview	<b>9</b>
Assembly	<b>10</b>
Operation	<b>15</b>
Cleaning & Care	<b>23</b>
Specifications	<b>24</b>
Troubleshooting	<b>25</b>
Notes	<b>26</b>

# SAFETY & WARNINGS

- This massage chair is intended for household only. When using an electrical appliance, basic precautions should always be followed, including the following.
- Read all instructions before using this massage chair.

## Danger

To reduce the risk of electric shock:

- Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
- Never use pins or other metallic fasteners with this appliance.
- Carefully examine the covering before each use. If the covering shows any sign of deterioration, such as blistering or cracking, cease use and contact **help.Kogan.com** for support.
- Keep dry. Do not operate in wet or damp conditions.

## Warning

To reduce the risk of burns, fire, electric shock or injury:

- An appliance should never be left unattended when plugged in. Unplug from the electrical outlet when not in use and before putting on or taking off parts.
- Do not operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock or injury.
- Close supervision is necessary when this appliance is used by, on or near children, or disabled persons. Keep children away from the extended foot support.
- Use this appliance only for its intended use as described in this user guide. Do not use attachments not recommended by Kogan.com.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged or dropped into water. Cease use immediately and contact **help.Kogan.com** for support.
- Do not carry this appliance by the power cord or use the cord as a handle.
- Keep the power cord away from heated surfaces.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair and the like. Never drop or insert any objects into any opening.
- Do not use outdoors.

- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove the plug from the outlet.
- Temperatures high enough to cause burns may occur regardless of the control setting. Do not use on an infant, incapacitated individual, or on a sleeping or unconscious person.
- Do not use on sensitive skin or on a person with poor blood circulation. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.
- Do not crush - avoid sharp folds.
- Do not use the massager near loose clothing or jewellery.
- Keep long hair away from massager while in use.
- Connect this appliance to a properly grounded outlet only. See Grounding Instructions.
- The appliance must not be exposed to dripping or splashing liquids. Do not place objects filled with liquids, such as vases, on the appliance.
- If the appliance is not in use for a long time or after use, turn off the power and pull out the power plug.
- Do not damage, break, over-bend, compress, tighten, wind, rotate or knot the power cord.
- 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.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children must not play with the appliance.
- Cleaning and maintenance must not be performed by children without supervision.

## **Usage Environment**

- This appliance is intended for household use only.
- Do not use the appliance in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not use the appliance in a room with a temperature of 104°F or higher.
- Do not expose the appliance to heaters, stoves, direct sunlight, or other sources of heat.
- Place and use the appliance on an even, non-slip floor.
- This appliance is designed for home use and not for commercial purposes.

## Caution

- The massage chair is to be used indoors only.
- If you use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level.
- If the massage chair is stored in a cold place and is being brought into a warm environment, it is advised to wait one hour before use. This is because its performance may not be at optimum level, as there may be water droplets on the mechanical parts due to condensation. Using the massage chair under such conditions may result in malfunction.

## Safety Precautions

- To ensure safe and correct use of the massage chair, do not operate it without reading this user guide carefully.
- Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction.
- Do not use the massage chair in combination with other therapeutic equipment or electric blankets, etc., as this may result in ineffectiveness or injury.
- Do not use the massage chair an hour before or after eating.
- Do not allow children or pets to play around the massage chair, e.g., behind the backrest, under the seat or leg rest of the massage chair. This may result in injury.
- Do not rest or place heavy objects on the armrests, leg rest or backrest as this may result in malfunction or injury.
- Do not use the massage chair when your body is wet.
- Do not operate the massage chair with wet hands.
- It is not recommended to use the massage chair for more than 30 minutes at a time.
- Do not perform continuous massage on the same spot of your body for more than 5 minutes at a time as this may result in excessive stimulation and may have adverse effects.
- Do not insert your hand or foot along the paths of the massage rollers during use as this may cause injury.
- Stop operation immediately if you experience any discomfort.
- This product is not intended for self-treatment of conditions that should be managed by a qualified health care provider.
- People on medication or with medical conditions must consult their doctor before use.
- Please do not use the product if you are not feeling well.
- Remove scarves, ties, necklaces, and jewellery before using the massage chair.

## Instances When the Massage Chair Should Not Be Used

In the following events, turn off the main power switch immediately and disconnect the power cord from the electrical outlet:

- If water is accidentally spilled onto the massage chair. This may result in electric shock or malfunction.
- If the fabric of the backrest is torn and the internal components are exposed.
- If pain or discomfort is felt during massage, stop operation immediately and consult your doctor.
- If you detect any malfunction or any other abnormal conditions during operation.
- If there is a power failure. Injury may occur when power is restored unexpectedly.
- If there is lightning.
- Consult your doctor before use if you:
  - Are under medical rest as ordered by a doctor.
  - Have spinal disorders, an abnormal spinal condition or have suffered a spinal injury.
  - Have back problems.
  - Have diabetes, osteoporosis or sensory impairment.
  - Have joint dysfunction.
  - Have a pacemaker or other electronic medical devices.
  - May be pregnant.
  - Have phlebitis or thrombosis.
  - Have an increased risk for blood clots.
  - Had recent surgery.
  - Have surgical pins, screws or anything mechanical implanted in your body.

## Assembly and Repair of the Massage Chair

- Do not disassemble the backrest cover of the massage chair. Touching the internal components may result in malfunction or electric shock.
- The massage chair must only be professionally serviced or repaired. Do not attempt to disassemble or repair the massage chair yourself. If the massage chair requires repair, contact **help.Kogan.com** for support.

## **Power Plug and Cord**

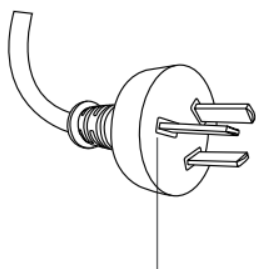
- Check that the Alternating Current (AC) voltage corresponds with the specifications indicated for the massage chair.
- Do not connect or disconnect the power plug from the electrical outlet with wet hands. This may result in malfunction or electric shock.
- When disconnecting the power plug, pull it by holding the plug, not the cord.
- Although operation will be stopped automatically when the timer ends, always remember to switch off the main power switch after use.
- Do not place the power cord under the massage chair or any other heavy objects.
- Do not wind the power cord around the massage chair as this may damage the cord and result in a fire or electric shock.
- Do not operate the massage chair with a damaged power cord or extension cord.
- Do not use the massage chair if the electrical outlet is loose.
- If the power cord is damaged, it should be replaced by a qualified technician.

## **Grounding Instructions**

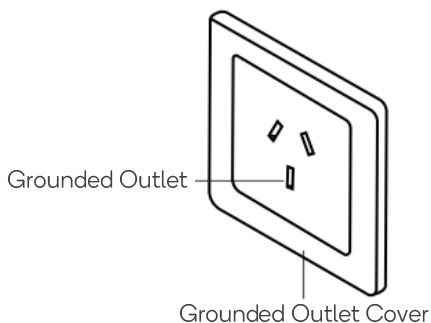
- This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current reduce the risk of electric shock.
- This product is equipped with a cord with an equipment-grounding conductor and a grounding plug.
- The plug must be plugged into an appropriate electrical outlet that is properly installed and grounded in accordance with all local codes and ordinances.

## Danger

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician 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 100-240V- circuit and has a grounding plug that looks like the plug illustrated below.
- Ensure that the product is connected to an outlet with the same configuration as the plug. A power adapter should not be used with this product.



Grounding Pin

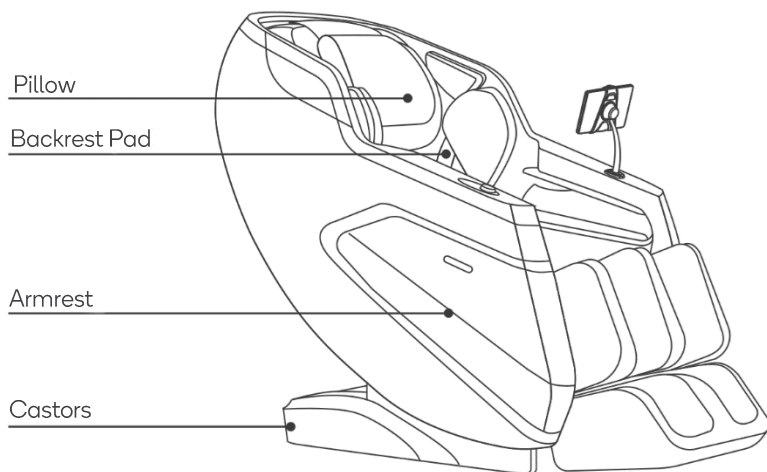
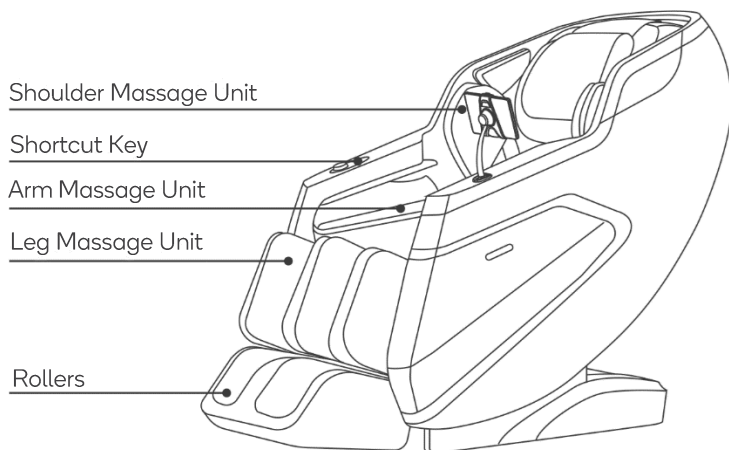


Grounded Outlet

Grounded Outlet Cover



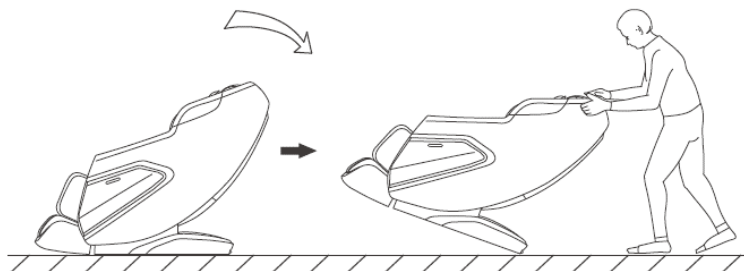
# OVERVIEW



# ASSEMBLY

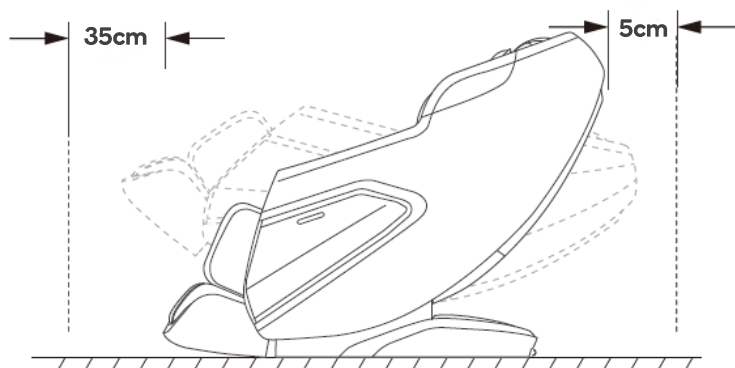
## Moving the Chair

- Turn off the power and unplug the cord from the electrical outlet.
- Tilt the chair backward as shown in the image below and wheel it to the desired location.
- Cover the floor with a mat when moving the massage chair to prevent damaging the floor.



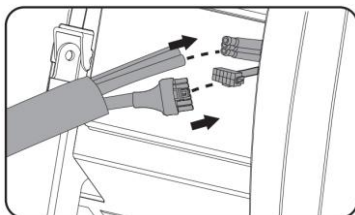
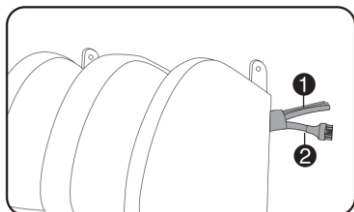
## Chair Placement

Ensure that there is an allowance of more than 5cm behind the massage chair and more than 35cm in front of the massage chair to allow the backrest to recline without obstruction.

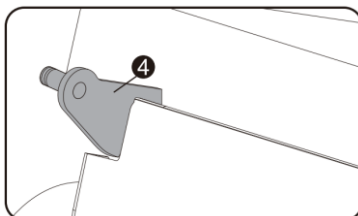
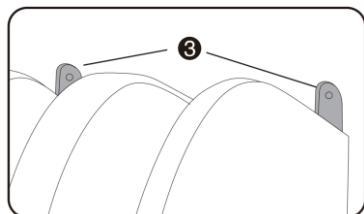


## Leg Rest Installation

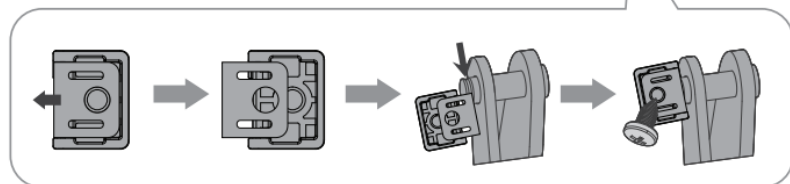
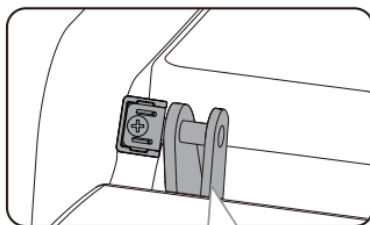
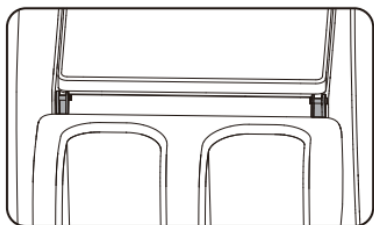
1. As illustrated below, insert the air tube **(1)** and DC cable **(2)** into the slots.



2. Install the slots **(3)** of leg rest into fixed part **(4)**.

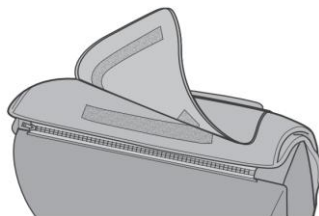
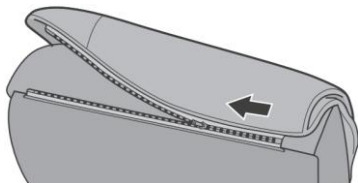


3. Lock the footrest by the clips, screw it tightly.



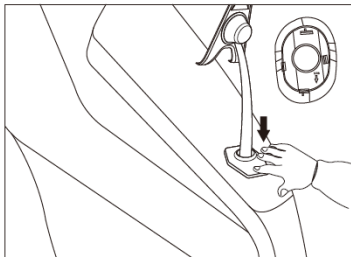
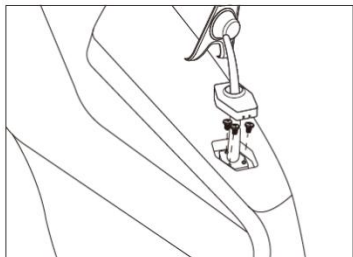
## Install Backrest Pad and Pillow Pad

- Attach the upper backrest pad to the backrest using the zipper.
- Remove the cloth on the Velcro and then attach the pillow and pillow pad with the Velcro.



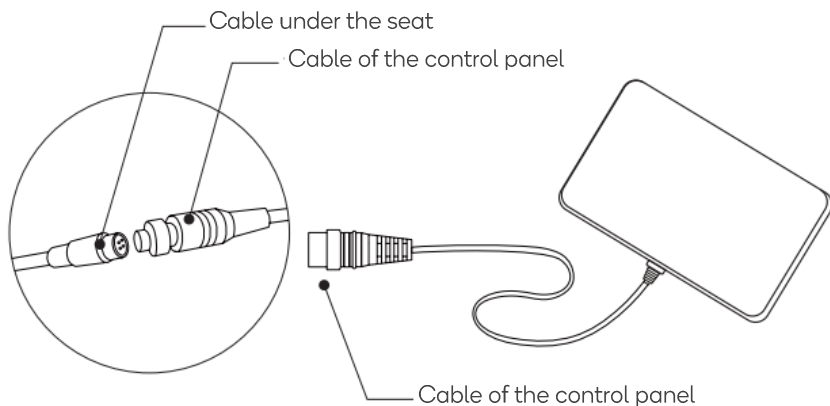
## Bracket Installation

- Align the holes on the bracket to the holes on the arm rest and secure the bracket using the 3 provided screws.
- Align the cover and press down until it snaps into place.
- **Note:** Ensure the arrow is directed towards the front of the arm rest.



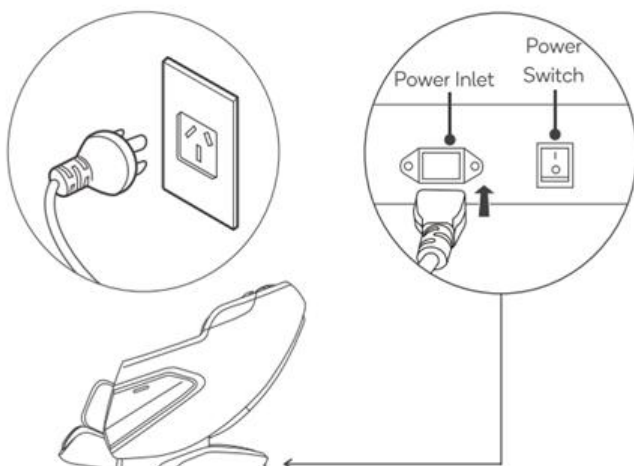
## Control Panel Connection

Connect the cable of the control panel with the cable under the seat.



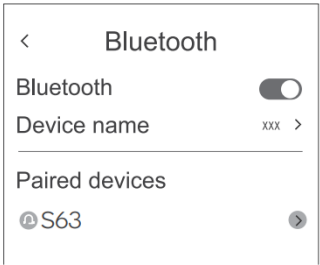
## Connect to Power

- Plug the power cord into the power port on the massage chair and turn on the power switch.
- Insert the power plug into an electrical outlet and turn on the power switch.



# Bluetooth Pairing

In your phone's Bluetooth settings, select 'S63' from the device list to pair.

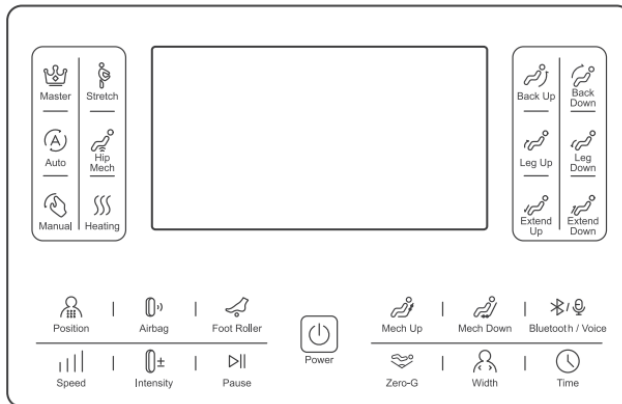


# OPERATION

## Caution

- Do not sit, step or place heavy objects on the control panel.
- Do not exert excessive force on the control panel.
- Do not touch the control panel with wet hands.
- Do not operate the control panel using sharp-edged or hard objects as this may result in damage.















## Control Panel














## Notes:

The actual control panel may vary between models.

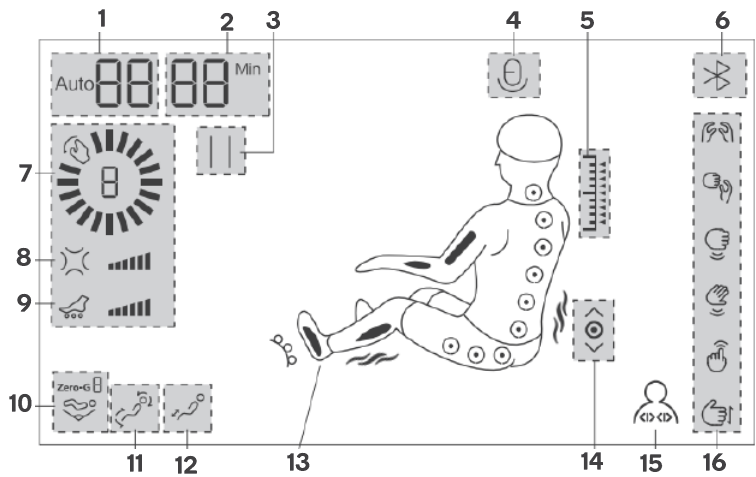
Control Panel Functions
















Function	Icon	Description
Power		Press to turn the massage chair on/off.
Master		Press to switch to Master mode. Master mode offers a more intense and comprehensive full-body massage, targeting various muscle groups.
Stretch		Press to switch to Stretch mode. This mode focuses on stretching the muscles and joints, promoting flexibility and relieving stiffness.
Auto		Press to switch between multiple automatic modes. Select an automatic mode for targeted massage according to your needs.
Hip Mech		Press to turn the massage rollers on the hip on/off.
Manual		Press to switch to manual massage. Select different massage methods according to your needs.
Heating		Press to turn heat therapy on/off.
Back Up / Back Down		Press and hold to adjust the back rest up/down and release to lock in the current angle of the back rest.
		
Leg Up / Leg Down		Press and hold to adjust the leg rest up/down and release to lock in the current angle of the leg rest.
		
Extend Up / Extend Down		Press and hold to adjust the footrest up/down.
		
Position		<ul style="list-style-type: none"><li>• Press this button to select ‘Spot’, ‘Local’ or ‘Whole body’ massage.</li><li>• ‘Spot’ massages the fixed points on the back.</li><li>• ‘Local’ massages the area between 2 selected spots on the back.</li><li>• ‘Whole Body’ massages the biggest area between the mechanism beginning and ending points.</li><li>• Press and hold the ‘Mech Up’/ ‘Mech Down’ to adjust the massage points.</li></ul>



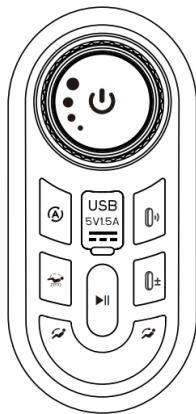
Speed		Press to adjust the massage speed from levels 1 to 6.
Airbag		Press to turn the airbag massage function on/off or switch airbag position.
Intensity		Press to cycle through the air bag massage intensity levels. When the maximum massage intensity is reached, it will return the minimum level.
Foot Roller		Press to turn the foot roller on/off or adjust the strength from levels 1 to 3.
Pause		Press to pause/resume all massage functions.
Mech Up / Mech Down		<ul style="list-style-type: none"> <li>• In auto mode, when the shoulder position is detected, press this button to further adjust shoulder position up/down.</li> <li>• In manual mode, press and hold this button to adjust the position of the mechanism up/down.</li> </ul>
		
Bluetooth / Voice		<ul style="list-style-type: none"> <li>• Press the button to turn Bluetooth off/on.</li> <li>• Press and hold to turn voice control off/on and adjust the volume of the voice.</li> </ul>
Zero-G		Press repeatedly this button to activate one of the 4 zero-gravity modes.
Width		Adjust the back roller width for Knocking, Shiatsu, Tapping or Rolling.
Time		Press to set the massage timer between 15 and 30 minutes.

Control Panel Display



1	Auto/Manual Program Display Area.	9	Foot Roller Speed.
2	Time.	10	Zero Gravity Display Area: 
3	Pause.	11	<ul style="list-style-type: none"><li>• Backrest Up/Down:  </li><li>• Leg Rest Up/Down:  </li></ul>
4	Voice Control.	12	Extend Up/Down
5	Auto Body Scanning. The corresponding area flashes.	13	<ul style="list-style-type: none"><li>• Heating:  illuminates solidly.</li><li>• Airbag massage:  flashes.</li><li>• Foot Roller:  illuminates solidly.</li><li>• Back Roller:  flashes.</li></ul>
6	Bluetooth Speaker.	14	Back Roller Display Area: Full Body  , Spot  and Local  .
7	Back Roller Speed.	15	Massage Width: Wide  Medium  Narrow  .
8	Airbag Intensity.	16	<ul style="list-style-type: none"><li>• Massage Techniques from top to bottom: Kneading-Knocking-Clapping-Tapping-Shiatsu-Rolling.</li><li>• The selected technique flashes when in use.</li></ul>

Armrest Shortcut Buttons



Function	Icon	Description
Power		Press this button to activate or deactivate the massage chair.
Rotation		Turn clockwise to advance to the next stage and counterclockwise to return to the previous stage. There are 6 stages.
Auto		Press to switch among the automatic programs.
Pause		Press this button to pause all massage functions. Press again to resume the massage.
Airbag		Press this button to turn the airbag massage function on/turn off and switch airbag position.
Intensity		Press this button to adjust the airbag intensity from levels 1 to 3.
Zero-G		Repeatedly press this button to activate one of the 3 Zero Gravity modes.
Back Up		Press and hold this button to raise the backrest. The leg rest will go down at the same time. Release to lock the current angle of the backrest.
Back Down		Press and hold this button to lower the backrest. The leg rest will go up at the same time. Release to lock the current angle of the backrest.
USB	USB	Remove the protective cover (tab) to recharge your phone using a USB cable (not provided).

**Automatic Massage Programs**

	Function	Description
1	Master	Quickly kneading and tapping massage to relax tense muscles throughout the body and promote blood circulation, helping to restore energy pathways.
2	Stretch	Simulates Thai-style stretching by clamping the shoulders, arms, and legs with airbags. The mechanism lifts the waist, presses down the legs, and stretches the muscles and joints of the entire body.
3	Sport Care	Specifically designed for athletes and fitness enthusiasts.
4	Sleep	Adjusts the chair from zero gravity to a normal angle to create a swinging effect, providing a soft massage to help you fall asleep.
5	Spine Care	Follows the natural shape of the body. The mechanism massages from the upper back to the buttocks, supported by full-body airbags and foot massage.
6	Soft	Ideal for the elderly and children. Roller and airbag massage in the gentlest mode to relieve back pain and leg cramps.
7	Relaxing	Full-body massage with medium airbag intensity. Focuses on the neck and shoulder areas to relieve tension from prolonged sitting.
8	Refreshing	Combines kneading and shiatsu on the buttocks and thighs with moderate intensity, helping restore energy and relax tense muscles.
9	Spa	Full-body airbag massage with foot rollers. The chair maintains a comfortable position throughout.
10	Neck & Shoulder	Targets the neck and shoulders with medium intensity kneading and tapping to relieve soreness and tension.
11	Waist & Back	Focused on medium-intensity back massage. Uses kneading and clapping to relieve waist and back pain.
12	Slim	Targets the waist and hips with soft-intensity massage, twisting, and pressing via airbags to help with toning and relaxation.

## Voice Control

When the massage chair is turned on or in standby mode, say 'Hello massage chair' to enable the AI Voice Control.

Command	Response
Hello massage chair.	Hello.
Power on.	Please select your favourite program to start your massage.
Power off.	During shutdown, please leave or restart the massage chair after the chair is completely reset. Thank you and hope you enjoy the massage.
Pause massage.	Massage paused.
Continue to massage.	Massage resumed.
Turn on Bluetooth.	OK, Bluetooth on.
Turn off Bluetooth.	OK, Bluetooth off.
Turn on foot roller.	OK, foot roller on.
Turn off foot roller.	OK, foot roller off.
Turn on heating.	OK, heating on.
Turn off heating	OK, heating off.
Zero gravity.	OK, command complete.
Start airbag massage.	OK, start airbag massage.
Stop airbag massage.	OK, stop airbag massage.
Master massage.	Start master massage.
Relaxing massage.	Start relaxing massage.
Sport care massage.	Start sport care massage.
Soft massage.	Start soft massage.
Stretch massage.	Start stretch massage.
Sleep massage	Start sleep massage.
Spa massage.	Start spa massage.
Refreshing massage.	Start refreshing massage.
Spine care massage.	Start spine care massage.
Waist & back massage.	Start waist & back massage.
Neck & shoulder massage	Start neck & shoulder massage.
Slim massage	Start slim massage.

Kneading massage.	Kneading massage.
Shiatsu massage.	Shiatsu massage.
Knocking massage.	Knocking massage.
Rolling massage.	Rolling massage.
Tapping massage.	Tapping massage.
Clapping massage.	Clapping massage.
Massage for fifteen minutes.	OK, massage for fifteen minutes.
Massage for twenty minutes.	OK, massage for twenty minutes.
Massage for twenty-five minutes.	OK, massage for twenty-five minutes.
Massage for thirty minutes.	OK, massage for thirty minutes.
Increase strength.	Increase back roller intensity.
Decrease strength.	Decrease back roller intensity.
Increase air intensity.	Air intensity up.
Decrease air intensity.	Air intensity down.
Whole body massage.	Whole body massage.
Local massage.	Local massage.
Spot massage.	Spot massage.

# CLEANING & CARE

## Maintenance

Follow the below steps to clean the leather and plastic components of the massage chair:

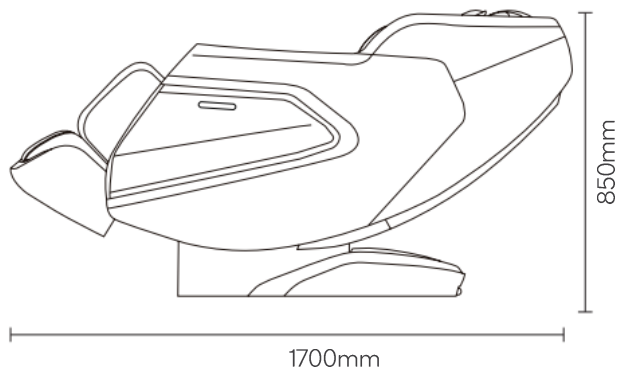
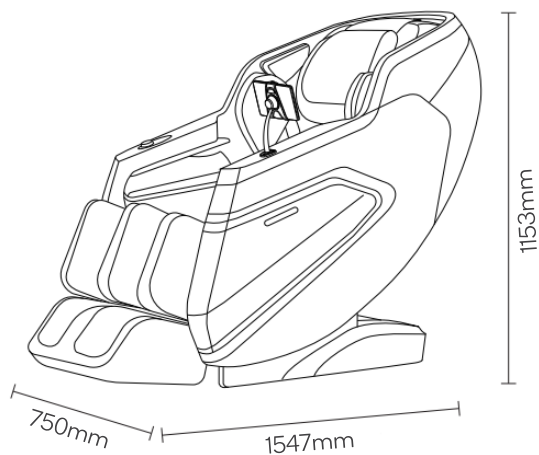
1. Turn off the power switch on the massage chair and unplug the power plug from the electrical outlet.
2. Dip a soft, dry cloth in water or warm water containing 3% to 5% neutral detergent and wring it thoroughly.
3. Wipe the leather and plastic components with the damp cloth.
4. Wipe the components with a soft dry cloth.
5. Let it dry naturally.

## Warning

- Do not use alcohol, thinner, gasoline and other chemicals for cleaning.
- Do not dry the surface with a fan or hairdryer. Allow it to dry naturally.
- Do not iron the fabric.
- During maintenance, always unplug the power plug. Do not unplug it with wet hands.
- Place a dust cover over the chair if it won't be used for a long time to avoid dust build up.
- Wipe the product with the melamine foam dipped in mild detergent if the dirt is hard to remove.
- Water temperature should not exceed 40°.
- Be cautious when using denim or coloured cloth to wipe the product, as the fabric's dye may transfer to the leather.
- Avoid letting the leather come into contact with plastic to prevent colour fading.

# SPECIFICATIONS

Rated Voltage	100-240V~
Rated Frequency	50-60Hz
Rated Power	140W
Upright Position	1547 x 750 x 1153 mm (approx.)
Reclined Position	1700 x 750 x 850 mm (approx.)





# TROUBLESHOOTING

If the following measures are unsuccessful, stop using the massage chair immediately, disconnect the power cord, and contact **help.Kogan.com** for support.

Problem	Solution
The massage chair cannot operate even though it is connected to the power.	<ul style="list-style-type: none"><li>• Check that the plug is well connected and working well.</li><li>• Check that the power switch on the massage chair is turned to the 'I' position.</li></ul>
During operation, the control panel is working but the massage chair is not.	The massage chair can overheat after prolonged use. It will automatically cool down to resume its normal condition. Turn the power switch off to allow the chair to cool down for 30-50 minutes before use.
During operation, both the control panel and the massage chair are not working.	<ul style="list-style-type: none"><li>• If the timer is complete, press the Time button to resume operation.</li><li>• Turn the power switch off and on again to activate the chair.</li></ul>

# NOTES

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[illegible]

### **Need more information?**

We hope that this user guide has given you the assistance needed for a simple set-up.

For the most up-to-date guide for your product, as well as any additional assistance you may require, head online to **help.kogan.com**

**kogan.com**