

Q&A

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1	When operating the chair, there are various strange noises. Is the chair broken?	<ul style="list-style-type: none"> • The massage lounger does several massage functions such as kneading, rolling and tapping. The built-in massager block (22lbs, or 10kg) makes various sounds, none of which mean there is a problem. These sounds come from the normal mechanical operation. Please check and understand the Operation Manual so that these various sounds can be explained.
2	The demo chair I tried before buying did not make strange noises.	<ul style="list-style-type: none"> • In the case of the demo chair, the noise from the surrounding area in the store was loud enough to prevent you from hearing the normal noises from the chair. At home, the noises are more noticeable as the surrounding area is quite.
3	The massage wheels stop in the middle of operation. Or, the massager block stops and all the controller lamps begin to blink.	<ul style="list-style-type: none"> • So that the massager block can move freely up and down, confirm that there are no obstacles in the rear of the chair, including the wall. Also, if the massage wheels encounter a strong counter force, they are designed to stop. • The motion of the massage wheels (drive pipe rotation) is checked by the micro computer. If the signal of the drive pipe rotation stops for more than 5 seconds, all the LED on the controller will blink and the massager block will stop. • If the massage wheels stop, and all the lamps on the controller begin to blink, push the ON/OFF button to restart the controller. A load of more than 264lbs (120kg) should be avoided, as the massager block is designed to stop automatically when overloaded.