

# INFINITY<sup>®</sup>

MASSAGE CHAIRS



**User Manual**

**AURA<sup>®</sup> PRO  
MASSAGE CHAIR**

Welcome to

# INFINITY®

THE ULTIMATE MESSAGE EXPERIENCE

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

With over a decade of experience designing, building and servicing massage chairs, Infinity takes pride in every chair sold, including yours. We are here for you. The US-based Customer Care team can be reached at (603) 910-5000 or visit us online at [www.infinitymassagechairs.com](http://www.infinitymassagechairs.com) and find valuable self service resources under the SUPPORT tab, including electronic copies of all documents and video tutorials.

Inside this manual, you will find everything you need to setup and safely enjoy your chair. Please review the entire manual, including all safety information, before assembling or using your chair. If you are assembling the chair yourself, please see the Assembly Guide next and reference the online assembly video.

For convenience, we've also created a Quick Start Guide. We suggest you keep it in the remote pocket as a tool to get to know all the features of your new chair.

**Get ready to sit back, relax and enjoy the Ultimate Massage Experience.**

## Warranty Registration

Register your product at [www.infinitymassagechairs.com/warranty](http://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](http://www.infinitymassagechairs.com/assembly-tutorials)

Alternatively, **scan the QR code** to go directly to the URL above.



SCAN CODE



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](https://www.instagram.com/explore/tags/infinitymassagechairs)

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Warning! Read important safety information found on page 22 before using or operating chair.

# Your Chair

## Chair Features

Zero Wall Fit™ Space-Saving Technology



See page 6

Truefit™ Body Scanning



See page 9

Airbag Control



See page 14

Bluetooth® Speakers



See page 14 & 20

SootheMe™ Sound Therapy



See page 15

Manual Massage Customization



See page 16

Dual Reflexology Foot Rollers



See page 17

Lumbar Heat



See page 18

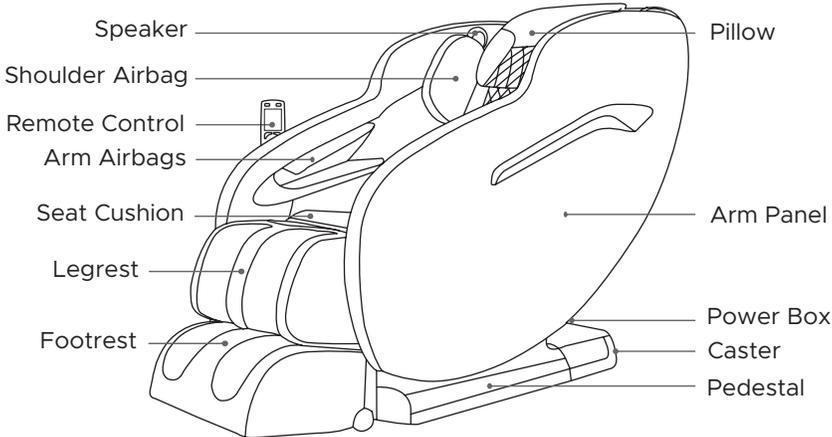
Weightless Zero Gravity Recline



See page 18

# Your Chair

## External Structure

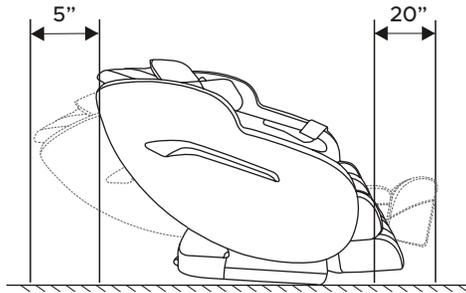


# Before Getting Started

## Installation Site

### Clearance Space for the Chair

- 5" clearance for the recline of the backrest; 20" 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.



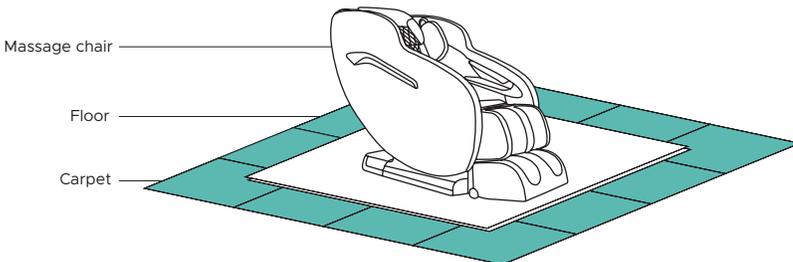
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

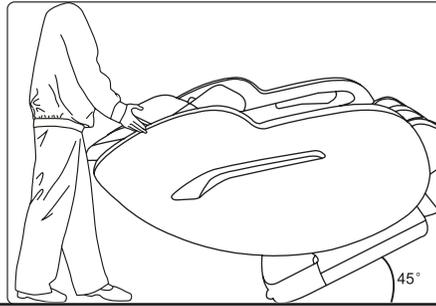
We recommend to place a piece of thin carpet or soft mat underneath it to avoid damaging the floor.



- 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 Castors. 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 side arms.



- 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.



### Grounding Instructions

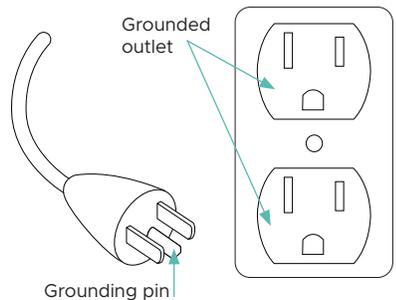
**WARNING** To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

**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.

### Earthing

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.

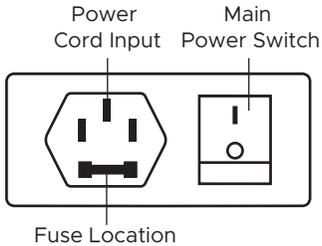


# Chair Setup

## Getting Comfortable

### Main Power Switch

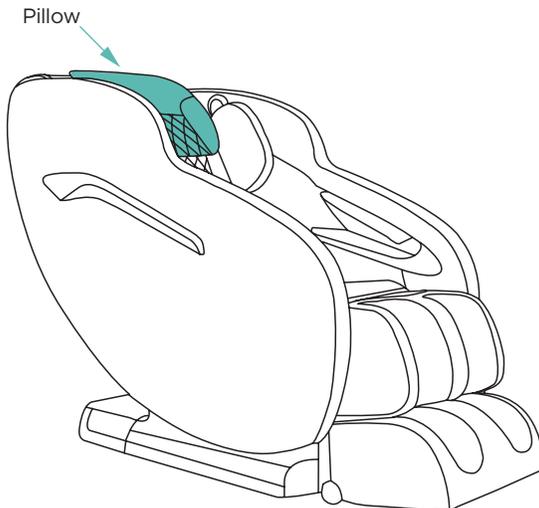
To power up the chair, flip the main power switch located on the back of the base of the chair to **ON**.



- 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

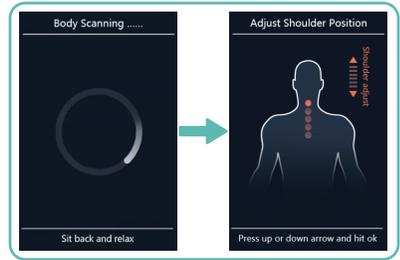
Take a seat in the chair and take note of where the pillow rests on your neck. Adjust the pillow so that it rests comfortably in the arch of your neck. Do this by removing it from the velcro, aligning it, and then reattaching to the velcro once it is in the desired position.



## Truefit™ Body Scanning

Navigate to any auto program and press the **OK** button. 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 remote control screen. If fine tuning is needed just after your body scan, wait for the **shoulder height adjust** prompt to appear and then use the **up** and **down** buttons to move the massage rollers up or down for the perfect shoulder kneading position.



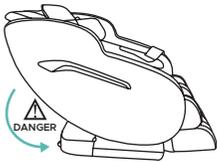
## Getting out of the Chair

To easily exit the chair at any time, press the **ON/OFF** power button on the remote control to restore the chair to the upright position.

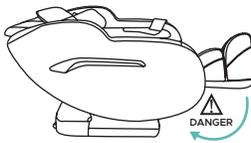
**WARNING!** Check to make sure children and pets are clear of chair **before** pressing on/off button to return chair to upright position. See Chair Entry and Exit Hazards for detailed hazard warnings.

## Chair Entry and Exit Hazards

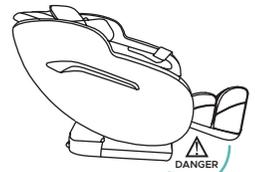
**WARNING!** The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined, 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.



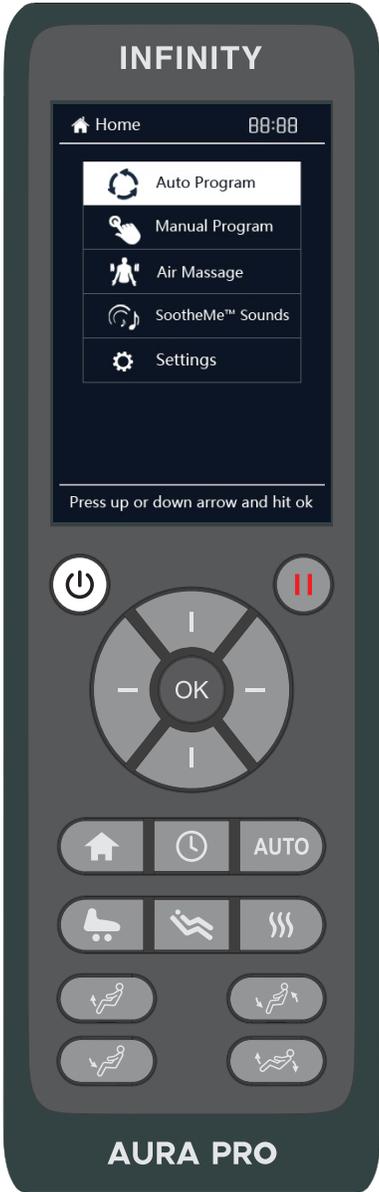
Make sure to check for children or pets **underneath the footrest** before exiting zero gravity recline and returning to upright position.



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

# Taking Control

## Remote Control Layout



## Remote Control Operation



**On/Off** – Press to power on the remote or power off the remote and return the chair to the exit position.



**OK** – After navigating to the command desired on the display, push OK to select.



**Foot Rollers** – Press this button to toggle the Dual Reflexology Foot Rollers on or off.



**Menu** – Return to Home Screen menu



**Footrest Angle Adjust** – Press and hold to raise or lower the Footrest.



**Pause** – Press pause to immediately stop all massage chair activity, press again to resume.



**Directional Button** – Four directional buttons navigate through menu display options. While the In-Use screen is showing, **left and right buttons** can be used to adjust airbag intensity, and **up and down buttons** can be used to adjust massage speed (speed adjust in manual program only).



**Zero Gravity** – Press once to enter Zero Gravity position 1. Press again to enter Zero Gravity position 2. Press once more to return chair to upright position.



**AUTO** - Press this button to cycle through auto programs.



**Timer** – Press button to manually adjust massage program timer. Maximum is 30 minutes.



**Heat** – Press button to turn on heat. Press again to turn off heat.



**Backrest Angle Adjust** – Press and hold to raise or lower the Footrest.

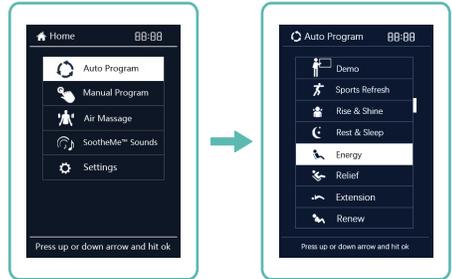
# Taking Control

## Auto Programs

When the massage chair is operating, press the **HOME** button on the remote control to enter the main menu display. Use the Up and Down directional arrows to navigate to **Auto Program**. Press **OK** to select.

Choose from **Demo, Sports Refresh, Rise & Shine, Rest & Sleep, Energy, Relief, Extension** and **Renew** programs.

Press **OK** to select the program you desire. Selected program will show on the in-use screen. If you de-select the program running in this screen it will turn the program off.

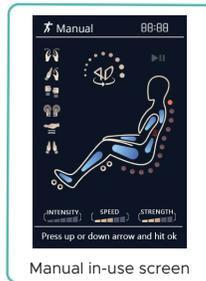


## Remote Control In-Use Screen

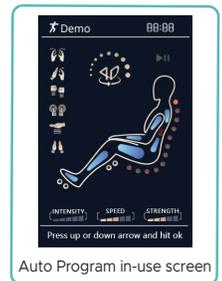
When running an Auto Program or Manual mode, the remote control screen will return to the in-use screen (as shown below) **after 10 seconds of being idle**.



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



Manual in-use screen



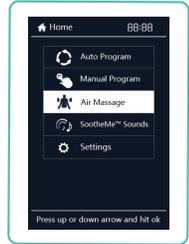
Auto Program in-use screen

Program	What for?	Description
<b>Demo</b>	A quick way to feel all the massage techniques and chair movements in a brief 6 minute session.	A quick show of massage chair's features and functions, that can be accompanied by an explanatory voice over. The voice demo can be turned off and on in SETTINGS.
<b>Sports Refresh</b>	Soothe muscles after sports activities and exercise.	Relaxes muscles and speeds up recovery time after intense exercise by promoting circulation.
<b>Rise &amp; Shine</b>	Designed for morning or midday relaxation.	Featuring slow kneading, this massage relaxes muscles, improves circulation and aids in recovery.
<b>Rest &amp; Sleep</b>	Try this program as you prepare your body to rest for the night.	A progression of mild massage techniques and chair movements brings harmony to your body. This program helps you unwind from a long day, and prepares you for a restful night's sleep.
<b>Energy</b>	This program is the best choice to relax tired muscles and increase physical vigor.	Comprehensive massage session using deep tissue kneading, and tapping combines with air cell compression.
<b>Relief</b>	Soothe muscles after sports activities and exercise.	Massage session focused on back and leg/foot region muscle recovery.
<b>Extension</b>	Best for winding down and re-energizing yourself after a long day.	Yoga like stretching motions grab, hold and gently extend the body, while deep shiatsu massage helps to boost the vitality of muscles.
<b>Renew</b>	Reduce built up tension carried in the body from everyday stress.	Massage session built for winding down with slower paced massage techniques.

# Taking Control

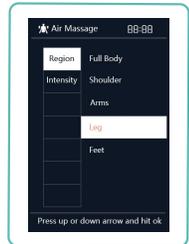
## Air Massage

Press **HOME** button on remote control. Select **Air Massage** from Menu display, then use the up or down button to navigate among: **Region** and **Intensity**.



## Air Region

Navigate to Region. Press right button, then use up or down button to select your desired airbag region: **Full Body, Shoulder, Arms, Leg, and Feet**. Press **OK** button to select the region. To turn a particular airbag region off, de-select the activated region. Selecting **Full Body** will override any selections and ALL airbags become active.



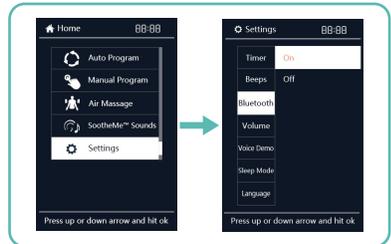
## Air Intensity

Navigate to **Intensity**, press right button, then use the up or down button to select your desired airbag intensity: **1, 2, 3, 4, 5**. Press **OK** button to select the airbag intensity.



## Bluetooth® Audio

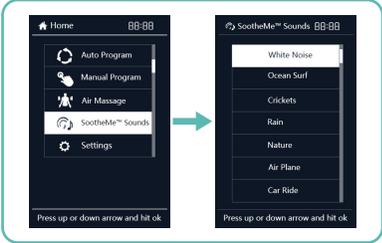
Your massage chair includes Bluetooth® compatibility so you can play and enjoy your favorite music. To enable Bluetooth connectivity, Select **Settings** from Menu display, then use the up or down button to navigate to **Bluetooth**, press right button, then use the up or down button to select your desired Bluetooth setting: **On** or **Off**. Press **OK** button to select Bluetooth® setting.



# SootheMe™ Sound Therapy

No need to find something to stream with on-board SootheMe™ Sound Therapy Nature Sounds to chose from. Envelope yourself in soundscapes that are designed to help you relax.

Press **HOME** button on remote control. Select **SootheMe™ Sounds** from Menu display, then use the up or down button to select your desired Nature Sound: **White Noise, Ocean Surf, Crickets, Rain, Nature, Air Plane, Car Ride, Fireplace, Thunderstorm, Windy Night**, or **Off**. Press **OK** button to select SootheMe™ Sound.



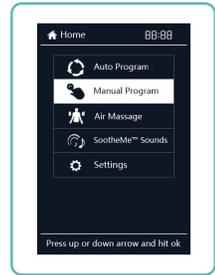
Sounds	What is it?
<b>White Noise</b>	A constant, even loop of pure white noise to mask out distractions
<b>Ocean Surf</b>	Soothing ocean waves rolling onto the shore
<b>Crickets</b>	Night time in the suburbs. Churping Crickets, water trickling from a pond, and faint traffic noises
<b>Rain</b>	Quiet, light, refreshing rain falling to the ground
<b>Nature</b>	Refreshing sounds of small birds peacefully singing along a tranquil stream
<b>Air Plane</b>	A Cessna propeller airplane motor idling
<b>Car Ride</b>	Calming inner-city traffic featuring cars, trucks, and motorcycles
<b>Fireplace</b>	Crackling of fire in a fireplace
<b>Thunderstorm</b>	Heavy rainstorm with thunder
<b>Windy Night</b>	Heard from inside a cabin, a howling wind blows constantly outside

**Note:** Bluetooth must be **ON** for sounds to work.

# Build Your Own

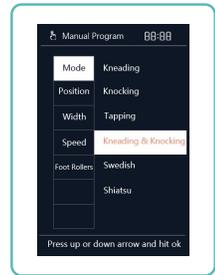
## Manual Programs

Press **HOME** button on remote control. Select **Manual Program** from Menu display, then use up or down buttons to navigate among: **Mode, Position, Width, Speed** and **Foot Rollers**.



## Back Massage Mode

Navigate to **Mode**, press right button, then use the up or down button to select your desired mode: **Kneading, Knocking, Tapping, Kneading & Knocking, Swedish**, or **Shiatsu**. Press **OK** button to select mode.

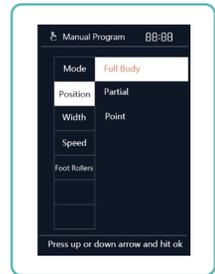


## Massage Position

Navigate to **Position**, press right button, then use the up or down button to select your desired massage position: **Full Back, Partial**, or **Point**. Press **OK** button to select position.

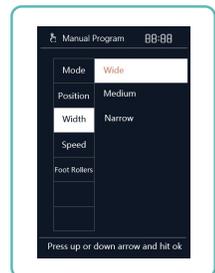
**Full Body** travels the entire length of the massage track.  
**Partial** travels a few inches above and below current position.  
**Point** stops the massage mechanism in current position.

Partial and Point location can be fine tuned using the arrow up or arrow down buttons.



## Back Node Width

Navigate to **Width**, press right button, then use the up or down button to select your desired roller width: **Wide, Medium**, or **Narrow**. Press **OK** button to select width. (Massage Width only works in Tapping, Knocking, and Shiatsu techniques).



**Smart tip:** Massage **Width** can't be adjusted when in Kneading, or Sync mode techniques. Massage **Speed** can't be adjusted when in Shiatsu.

## Massage Speed

Navigate to **Speed**, press right button, then use the up or down button to select your desired speed: **1 = slowest, 2, 3, 4, 5 = fastest**. Press **OK** button to select the speed setting. (Massage speed can only be adjusted when in manual mode).

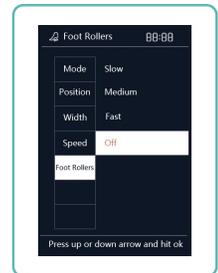
**Note:** Alternatively, you can use the **up and down buttons** to adjust massage speed while the in-use screen is showing.



## Dual Reflexology Foot Rollers

Navigate to **Foot Rollers**, press right button, then use the up or down button to select your desired Foot Roller Speed: **Slow, Medium, Fast** or **Off**. Press **OK** button to select speed.

**Note:** Alternatively, use the **Foot Roller button** on the remote control to toggle Foot Rollers On or Off. Foot Rollers will resume at last selected speed.



# Chair Adjustments

## Remote Adjustment Buttons

These adjustment buttons can be found on your remote control. Use these buttons to toggle on/off heat in the lumbar region, and to adjust zero gravity, footrest and backrest positions.



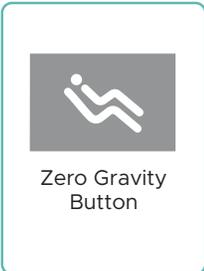
### Lumbar Heat

Heating modules located in the lower back of the chair provide a soothing sensation and loosen your muscles to better prepare your body for the massage. To toggle lumbar heat **On** or **Off**, use the **Heat button** on the remote control. Press button to turn on heat, press again to turn off heat.



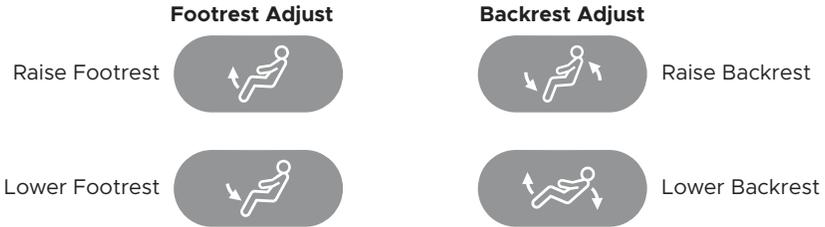
### Weightless Zero Gravity Recline

Weightless Zero Gravity Recline elevates your feet up over your heart to improve overall circulation and reduces gravitational force on your spine for a sense of weightlessness. To cycle through Weightless Zero Gravity Recline positions, use the **Zero Gravity button** on the remote control. Press button once to enter Zero Gravity position 1. Press again to enter Zero Gravity position 2. Press button once more to return chair to an upright position.



## Footrest/Backrest Angle Adjust

Need to adjust the position of the footrest or backrest? Use the **Footrest Angle Adjust button** or **Backrest Angle Adjust button** to fine-tune your angles. To adjust the footrest or backrest, press and hold the corresponding button.



## Adjusting Leg Length

The massage chair will automatically resize to the users leg length throughout program provided the user **maintains downward pressure** on the spring-loaded footrest such that the soles of the feet are against the foot rollers and the thighs are not raised.

# Settings

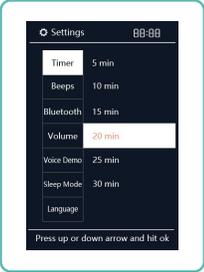
## Setting

Press **HOME** button on remote control. Select **Settings** from Menu display, then use the up or down button to navigate among: **Timer, Beeps, Bluetooth Audio, Audio Volume, Voice Demo, Sleep Mode, or Language.**



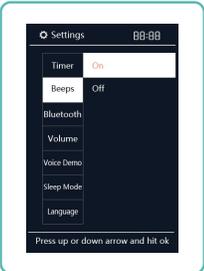
## Timer

Navigate to **Timer**, press right button, then use the up or down button to select your desired timer: **5min, 10min, 15min, 20min, 25min or 30min.** Press **OK** button to select timer.



## Beeps

Navigate to **Beeps**, press right button then press up or down button to select your desired Beep setting: **On or Off.** Press **OK** to select Beep setting.



## Bluetooth Audio

Your massage chair includes Bluetooth compatibility so you can play and enjoy your favorite music. To enable Bluetooth connectivity, navigate to **Bluetooth**, press right button, then use the up or down button to select your desired Bluetooth setting: **On or Off.** Press **OK** button to select Bluetooth setting.

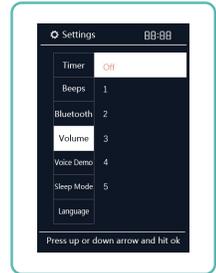
To connect your Bluetooth enabled audio device, go into your audio device settings, navigate to Bluetooth settings and pair with the device named **AURA PRO.** The chair will beep when a connection is made.



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

## Audio Volume

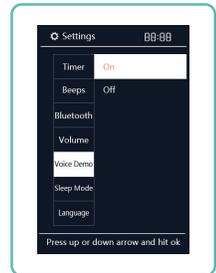
Navigate to **Volume**, press right button then press up or down button to select your desired Volume setting: **Off**, **1 (lowest)**, **2**, **3**, **4**, or **5 (highest)**. Press **OK** to select volume setting.



## Voice Demo

Navigate to **Voice Demo**, press right button, then use the up or down button to select your desired Voice Demo setting: **On** or **Off**. Press **OK** button to select Voice Demo setting.

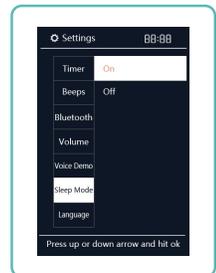
When Voice Demo is **on** – a spoken narration comes through the speakers while the DEMO massage program is running. The Voice Demo gives an overview of Infinity and how massage chairs work to benefit your health & wellness. When Voice Demo is **off** the DEMO massage program will run normally. This Audio track only works with the DEMO program.



## Sleep Mode

Navigate to **Sleep Mode**, press right button, then use the up or down button to select your desired Sleep Mode setting: **On**, or **Off**. Press **OK** button to select setting.

When sleep mode is **on**, chair will stop in the reclined position after Auto Programs, when sleep mode is **off**, chair will return to upright position after each Auto Program.



## Language

Navigate to **Language**, press right button, then use the up or down button to select your desired Language: **English**, or **Chinese**. Press **OK** button to select Language.



# 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.

### 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 may 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 from arms and empty pockets 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	<ul style="list-style-type: none"> <li>- The power cord is not secured into the socket</li> <li>- Not switched ON</li> <li>- The fuse is blown</li> </ul>	<ul style="list-style-type: none"> <li>- Insert the power plug properly into the power socket</li> <li>- Turn on the switch found on chair side. Then push power button on remote</li> <li>- Replace only with a fuse of same type and rating</li> </ul>
3	No music comes from the speaker	<ul style="list-style-type: none"> <li>- Streaming device volume needs to be turned up.</li> <li>- Volume in Setting needs to be turned up.</li> </ul>	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	Straight the air hose and clearout 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 your cooperation

## Specifications

Model	Aura Pro
Dimension of Main Body (in)	51 x 29.5 x 49 (L x W x H)
Necessary Clearance to Wall (in)	5"
Net Weight (lbs)	198
Shipping Weight (lbs)	229
Max. User Weight (lbs)	300
Voltage	120V 60HZ
Fuse	1.25A
Power Consumption	150W
Safety Standards	Type 1

# 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. Press **MENU** button on remote control. Select **Air Massage** from Menu display, use the up or down button to navigate to **Air Intensity**, press right button, then use the up or down button to navigate to **level 1**. Press **OK** to select.
  - If a specific airbag is too intense, turn off full body and turn on only the airbags you want.
2. Adjust the recline on the remote. More upright will be less intense. Zero Gravity will be more intense.

### **Q: I'm not a foot massage person, what should I do?**

**A:** Turn off foot rollers, Press **MENU** button on remote control. Select **Manual Program** from Menu display, then use the up or down to navigate to **Foot Rollers**, press right button, then use the up or down button to select **Off**. Press **OK** button to confirm. Alternatively, press the **foot roller button** on the remote control. You may also want to turn off the **Legs** or **Feet** airbags or reduce the air intensity to level 1.

### **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](http://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.



**INFINITY®**

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