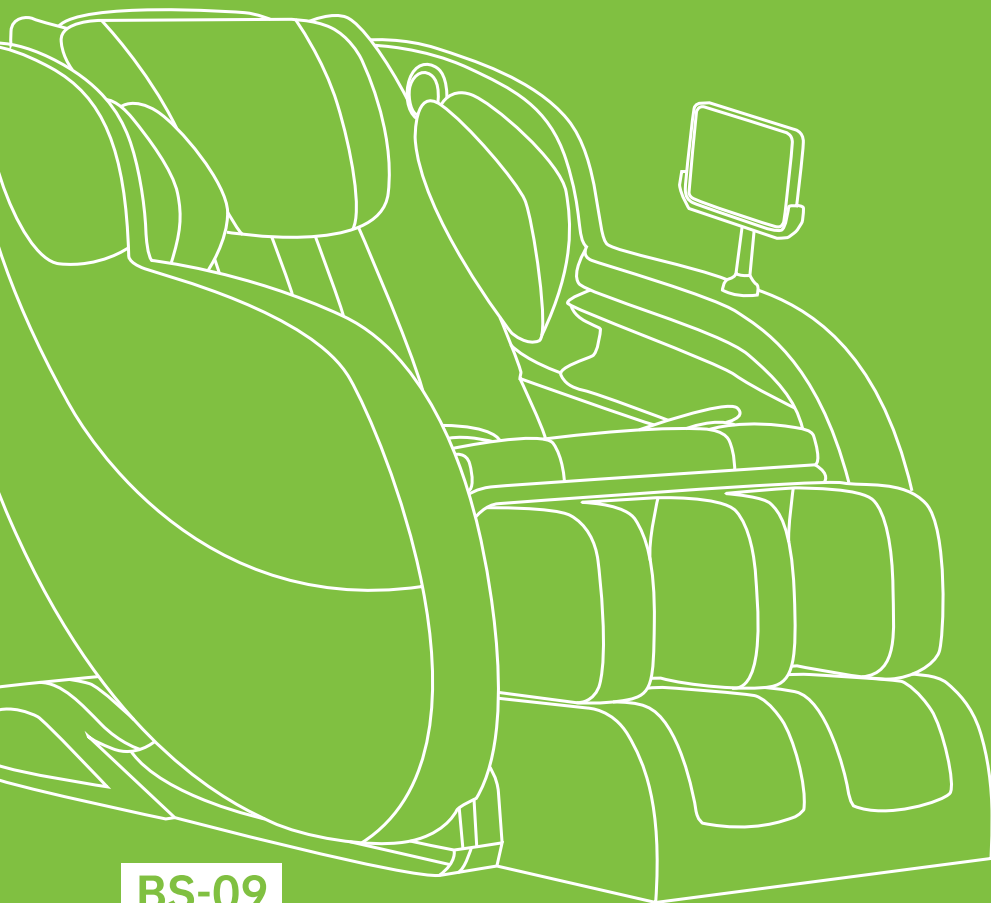




BS-09

PLEASE READ AND SAVE THESE INSTRUCTIONS

MASSAGE CHAIR USER MANUAL

Welcome to Real Relax[®]

Make Your Home an Extremely
Relaxing Environment

Thank you for purchasing Real Relax Massage Chair!

Real Relax[®] is dedicated to crafting massage chairs that can transform the home into a real place for physical and mental relaxation and providing every user with high-quality and low-cost chair. Your support means the world to us. Our customer service team can be reached at **(800) 513-5727**.

All the instructions necessary to set up and safely relish your chair are contained within this manual. We strongly recommend you to review the entire manual thoroughly before assembling or using your chair for your utmost safety and optimal enjoyment.

For the sake of convenience, we've created a Quick Start Guide designed to acquaint you with all the features of your new chair.

Contact Us

If you have any questions, please do not hesitate to reach out to us via following methods:

Tel: (800) 513-5727

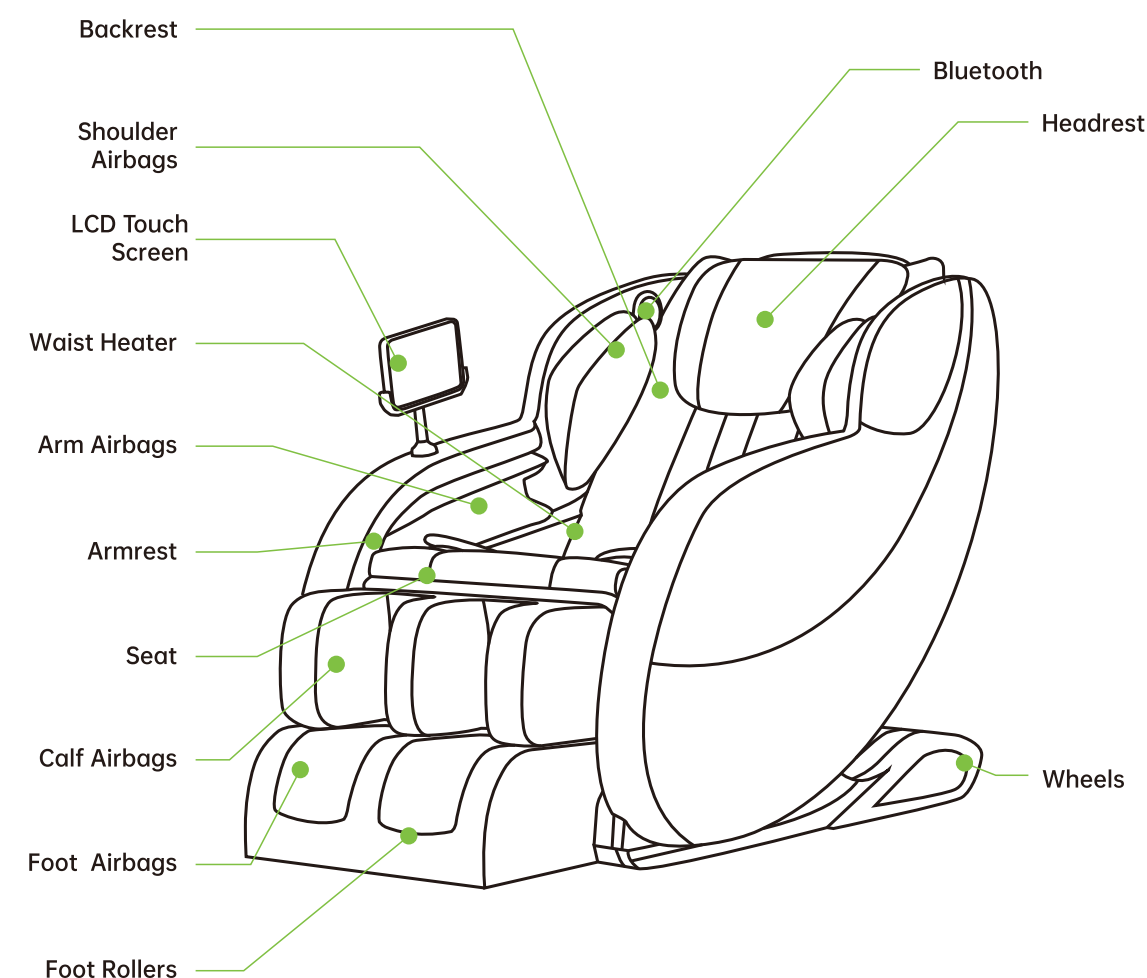
Email: service@realrelaxmassage.com

Table of Contents

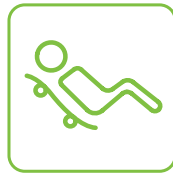
Massage Chair Overview	Overall Structure	01
	Main Features	02
Before You Begin	Installation Site	03
	Surrounding Environment	04
	Move Methods	04
	Grounding Instructions	05
Chair Setup	Main Power Switch	05
	Headrest Adjustment	06
	Footrest Extension	06-07
Component Functions	Key Functions of LCD Touch Screen	08-09
	Foot Rollers	10
	Bluetooth Speaker	10
Massage Programs	Auto Programs	10
	Manual Programs	11
	Airbag Programs	12
	Zero Gravity	12
	Waist Heating	12
	Massage Time Adjustment	12
Safety Precautions	Not Suitable for Below Persons	13
	Best Practices for Safe Use	13-14
	Unplug the Massage Chair	14
Fixing Issues	Troubleshooting	15-16
	Specifications	16
	Contact Us	16

Massage Chair BS-09

Overall Structure



Main Features



8 Fixed Points
Massage Rollers



Full-body
Air Bags



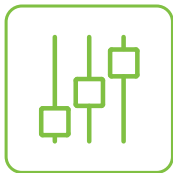
3 Airbag
Pressure



6 Auto
Programs



3 Massage
Techniques



3 Massage
Intensity



Bluetooth
Speaker



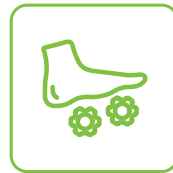
Zero - G



Waist Heating



LCD Touch
Screen



Foot Roller



Footrest
Extension



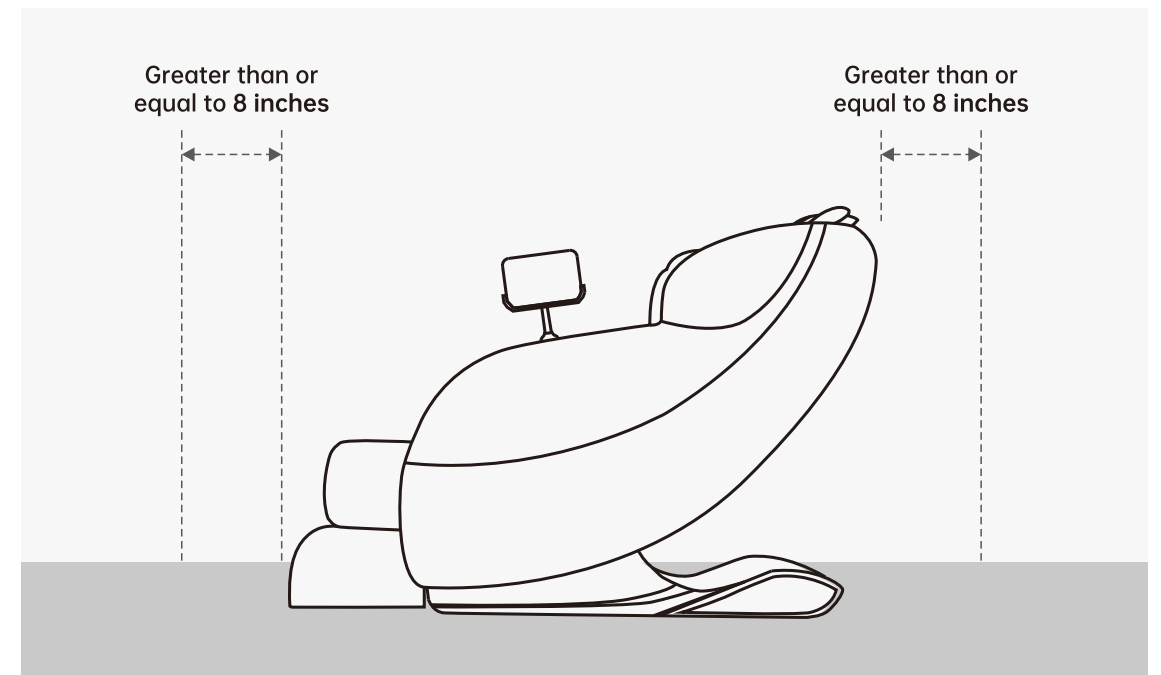
Timer Function

Before You Begin

Installation Site

Please guarantee the proper clearance space for the massage chair

- Place a massage chair in a place where there is enough space for the back of the chair to recline and the footrest to extend.
- Make sure that there is a clearance of at least 8 inches in the back of the massage chair and a clearance of at least 8 inches in front of the massage chair.
- Please keep it at least 40 inches away from the TV, radio and other video and audio devices to avoid signal interference.



CAUTION

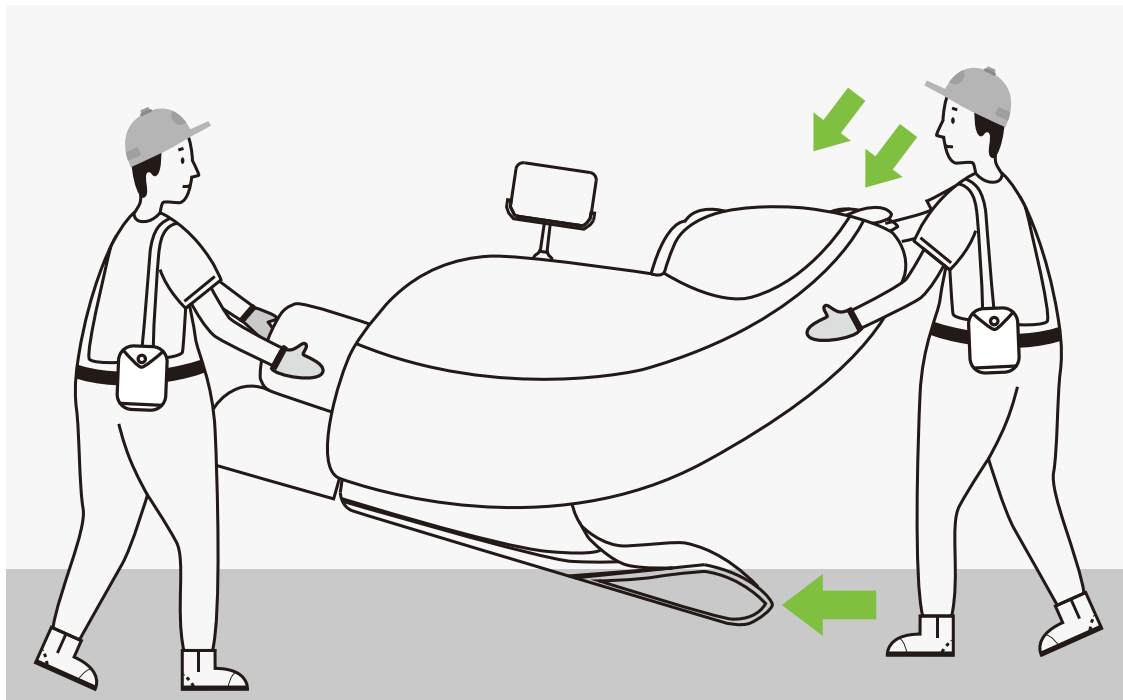
- Please tidy up the cables well to avoid tangle or damage.
- When the massage chair sliding forward or backward, please check first to make sure there are no kids, pets or other objects around to avoid accidents.
- We recommend to place a piece of carpet or other pad under the massage chair to avoid damaging the floor.

Surrounding Environment

- Keep the massage chair away from damp places (such as bathroom) to prevent electric shock accident.
- Keep the massage chair away from high temperature sources (such as stove) to avoid fire hazard or damage to leather material.

Move Methods

- Apply pressure to the back of the massage chair from behind to pivot on the casters.
- One person should raise the chair via moving holder while another person pushes the chair from the top to facilitate the movement of the casters. Ensure there is a second person at the front to assist in guiding the footrest to its correct position. Keep the specified clearances in mind and gently lower it into place. Do not pull on the armrests.



CAUTION

- Do not move the chair when there are people inside the chair.
- To move the chair, do not lift by the footrest or armrest, and only hold the moving holder in the back and front.

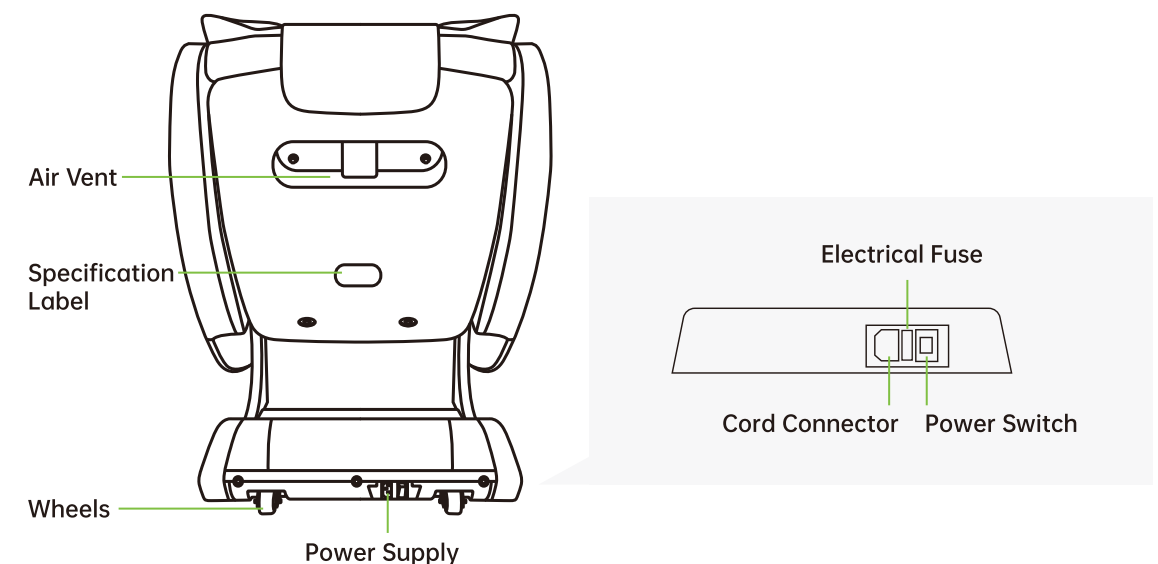
Grounding Instructions

- Insert the plug into a 110V grounded outlet.
- This product must be grounded. In case of malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate 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 or serviceman if you are in doubt as to whether the product is properly grounded. Do not replace the plug provided with the product - it may not fit the outlet; have a proper outlet installed by a qualified electrician.

Chair Setup

Main Power Switch

- Activate the chair by switching the main power button, located on the back of the chair's base, to the **ON** position.





CAUTION

- Please turn off the massage chair and unplug it from power the electrical outlet immediately after using.
- Please turn off the massage chair and unplug it from the electrical outlet when the chair is not in use, to avoid children to power on the chair accidentally.
- It is advised to cover the chair with dust-proof cloth, coil the power cord and store the massage chair in a dust-free and dry environment to maintain its condition when it is not in use for a long time.

Headrest Adjustment

● How to use headrest

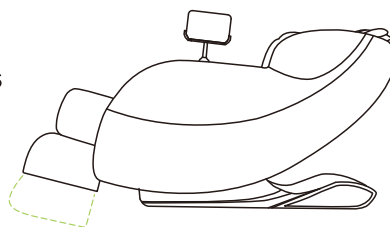
Sit in the chair and observe the position of the neck headrest on your neck. Ensure it comfortably fits in the arch of your neck by adjusting it - remove it from the Hook&Loop, align it as needed, and reattach it to the Hook&Loop for the desired positioning.



● Increase or reduce the massage intensity manually

Flip up the headrest or both the headrest and headrest pad so that you lie directly on the seat back pad to obtain a more intense massage in the neck area.

For a milder massage experience, fold down the headrest to increase cushioning.



Footrest Extension

- Take a comfortable seat in the massage chair and press the power button to turn it on. As the massage begins, the back of the chair will recline to a certain degree. To adjust the footrest, simply step onto it with proper strength to extend it until you reach the desired length, then hold the position.



CAUTION

- Do not stand directly on the footrest to get in or out of the massage chair, as it will cause damage to the foot rollers!

TIPS:

● How to sit correctly on the chair

How to sit on the massage chair correctly will directly affect your massage experience. It is recommended that you sit in the massage chair deeply, adjust the length of the legs after massage starts, ensuring your body fits snugly against massage chair cushion. After body scanning ends, get ready to start your relaxation journey!

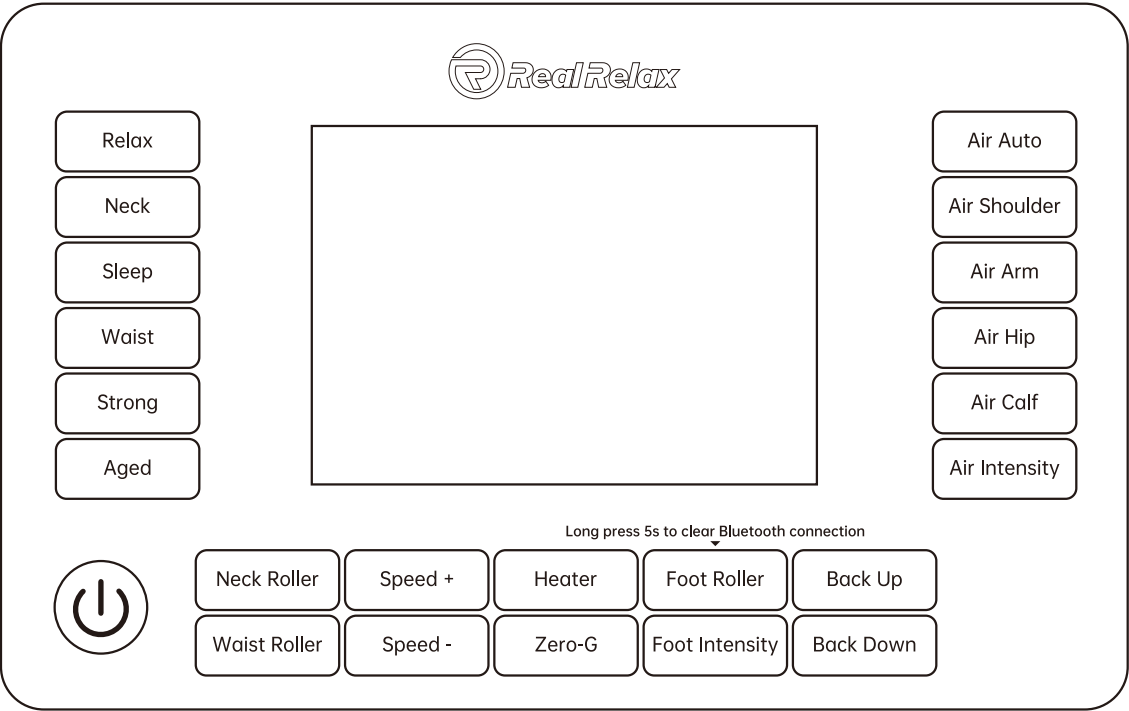
● How to get out of the chair

Simply press the ON/OFF power button to return the chair to its upright position at any time to get out of the chair.

Component Functions

Key Functions of LCD Touch Screen

- The LCD touch screen on the massage chair is designed with a user-friendly interface, facilitating you to use the massage chair easier.

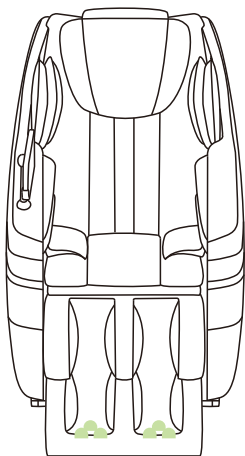


Relax	Auto mode 1
Neck	Auto mode 2
Sleep	Auto mode 3
Waist	Auto mode 4
Strong	Auto mode 5
Aged	Auto mode 6

Air Auto	Air auto mode switch
Air Shoulder	Shoulder airbag switch
Air Arm	Arm airbag switch
Air Hip	Hips airbag switch
Air Calf	Calves airbag switch
Air Intensity	Adjust the intensity of the airbag
	Power: Short press to turn the massage chair on and adjust the massage session duration (5 minutes will be added with each press)/Press and hold to turn the massage chair off
Neck Roller	Independent massage roller switch for upper back
Waist Roller	Independent massage roller switch for lumbar back
Speed +	In manual mode, increase the massage speed of the rollers
Speed -	In manual mode, decrease the massage speed of the rollers
Heater	Turn on or off the waist heating function
Zero-G	Make the chair into the zero gravity mode
Foot Roller	Foot Roller switch Long press 5s to clear Bluetooth connection
Foot Intensity	Adjust the massage intensity of foot rollers
Back Up	Adjust the backrest up
Back Down	Adjust the backrest down

Foot Rollers

- Press the foot rollers button to turn the rollers on or off



Bluetooth Speaker

- Open mobile-phone/ipad/computer BLUETOOTH capabilities, and access the search state, your device will automatically search neighboring BLUETOOTH devices.
- In a few seconds, our massage chair name "Real Relax" will show up under the device list, select "Real Relax" name to complete the connection.
- Long press the button of "foot roller" 5s to clear Bluetooth connection.

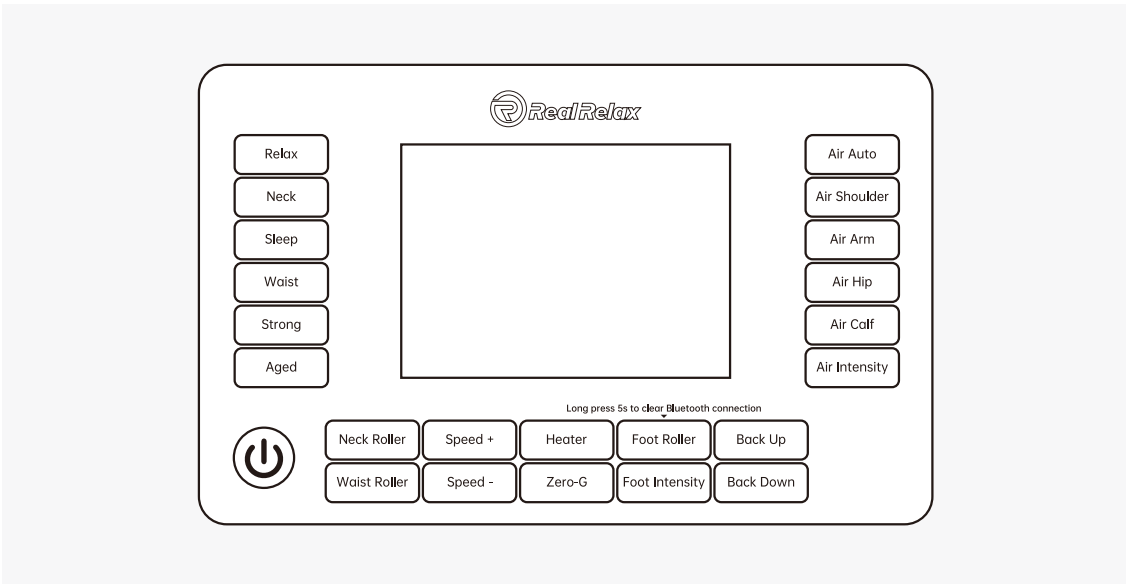
Massage Programs

Auto Programs

Relax	Ease tension and stress, promoting a state of deep relaxation
Neck	Focus on your shoulders and neck to relieve tension using a combination of kneading and shiatsu techniques
Sleep	Promote deep relaxation, making it easier to fall asleep and enjoy a peaceful rest
Waist	Target the waist area to relieve tension and discomfort, offering focused relaxation
Strong	Deliver a robust and intense massage, perfect for those seeking deep muscle relief
Aged	Designed for elderly individuals, providing gentle movements to ease muscle stiffness

- Turn on the massage chair to automatically start the massage session. In automatic modes, massage intensity and strength cannot be adjusted. To adjust the massage intensity and strength, please switch to the manual modes and select the specific areas such as arm, foot or shoulders to make proper adjustment.
- You can press "Power" button to switch time from 15/20/25/30 minutes. Press and hold the Power button to turn the massage chair off.
- Auto massage mode will stop automatically after 15/20/25/30 minutes.
- It is allowed to switch to next auto program at any time, without waiting for the end of current program.
- In auto mode, you can turn air pressure system, heater and foot rollers on or off.

Manual Programs



- By selecting manual option (Neck Roller, Waist Roller, Air Shoulder, Air Arm, Air Hip, Air Calf), the auto mode will stop.
- You can select a single massage area or multiple areas to customize your massage.
- Press the button of "air intensity", "foot intensity", "speed+" and "speed-", and adjust the intensity of airbags and rollers(3 levels adjustable).
- When the chair is powered on, Press button of "Back Up" or "Back Down" on the screen to adjust the chair angle.

Airbag Programs

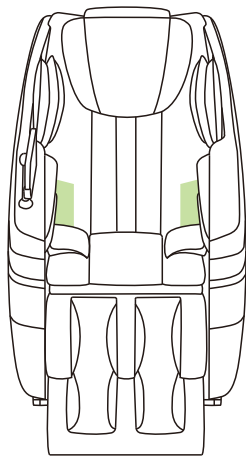
- The massage chair boasts full body airbags massage including shoulder airbags, arm airbags, hip airbags, calf airbags, and foot airbags.
- Dedicated airbag massage programs are designed for each automatic program in order to provide a comprehensive full-body massage experience.
- You can click Air Auto button to adjust all airbags to work automatically, or activate the airbags for different body parts and adjust the airbag intensity according to your preference.
- During airbag massage process, the airbag inflates to envelop the body. Due to limited power of air pump, our airbags won't over-inflate, ensuring a comfortable experience without applying excessive pressure on the body.

Zero Gravity

- In Zero Gravity mode, the massage chair will recline the back and elevate the feet to reduce stress on your joints and spine.
- Press the button to select your desired Zero Gravity setting and feel the relaxation when the chair is fully reclined.

Waist Heating

- Press the Heat Function button to apply the hot compress to waist to expel the moisture from the body, thus promoting blood circulation and relieving muscle pain.



Massage Time Adjustment

- Short press the Power button to turn the massage chair on and adjust the massage session duration (5 minutes will be added with each press).
- Recommended massage time: 1 hour or less each time.

Safety Precautions

Not Suitable for Below Persons	
 Warning	● We recommend those with any of the following conditions consult your physician first before using the massage chair. ● Patients with serious hyperostosis. ● Patients with swollen lump and thrombosis. ● Patients with serious heart conditions. ● Women who are pregnant. ● People that consume large amounts of alcohol. ● People with diabetes. ● People suffering from high fever. ● Patients with malignant tumors or malignant abscesses. ● People with distorted joints. ● People with serious skin conditions. ● People with spinal injuries. ● Minors under 16 years or people unable to control their behavior, such as mental patients and people with paralysis. ● Children shall not play with the device.
Best Practices for Safe Use	
 Warning	● Use this product only for its intended use as described in this manual. ● Do not use attachments not recommended by the manufacturer. ● Never operate this chair if it has a damaged cord or plug. ● Keep the cord away from heated surfaces. ● Empty pockets and remove all your arm jewelry and watches before using this chair. ● Do not operate where aerosol (spray) products are being used. ● To disconnect, turn all controls to the off position, then remove plug from outlet. ● Connect this device to a properly grounded outlet only. See Grounding Instructions. ● Do not remove the back cushion to modify roller mechanism. ● Do not remove the bottom seat to modify actuators. ● Keep the cord away from a heavy traffic area. ● Please unplug the power cord from the electrical outlet immediately after use. ● Only for users who weigh below 120kg. ● Do not operate any equipment with damaged parts. ● Any other use not recommended by the manufacturer may cause electrical shock or injury. ● Do not touch or re-wire the wires connected to the master-box. ● Do not attempt to repair or modify any electrical or mechanical functions on this unit, it will void the warranty.



Warning

Best Practices for Safe Use

- Do not put your hands or head under the chair.
- When using the massage chair, make sure that the footrest is in the lowest position.
- Do not allow children to play near the chair, especially when the chair is in use.
- Do not leave mobility impaired or speech impaired people alone in chair.
- Do not place or stock this chair near damp places such as swimming pools or bathrooms.
- Do not press massage rollers by force.
- Do not stand on the chair or put heavy items on the chair.
- Do not use in a humid, dusty, greasy or oxygen-deficient environment.
- Do not spill water or other liquids onto the control buttons to avoid fault.
- Do not place the product near steam oven, open fire, or heat.
- Wear suitable clothing, do not massage with bare skin.
- Do not place it directly in the sun.
- Do not use electric blanket while using the massage chair.
- Do not use it outdoors.
- Do not massage while smoking.
- Do not massage immediately after meals.
- Do not sit on the back cushions, armrest, or footrest.
- Don't use it when your body is wet or moist as it can result in electrical shock.
- Do not massage with more than one person.
- Don't massage when using headwear as it can result in injury.
- Do not stumble over electrical wires or connections.
- Do not squeeze, over bend, pull hard or twist the cord.
- Do not use the massage chair when you are not feeling well.
- Do not massage the head, elbow joints, knees, chest, abdomen directly on the massage ball.
- Do not damage the power cord, which may result in electric shock or mechanical failure.
- Do not stand on or stack heavy objects on the footrest.
- Do not fall asleep when using the product.
- Do not disassemble, fix or modify the product yourself to avoid failure.
- Please be seated properly while using the product.



Caution

Unplug the Massage Chair

- Pull out the power plug before maintenance.
- Do not plug in or unplug the massage chair with damp hands to avoid electric shock.
- Turn off power and unplug the massage chair from the electrical outlet when the massage chair is not in use to prevent power surges or other emergencies that may damage the massage chair or to avoid children powering on the massage chair accidentally.
- Power off the chair and unplug the massage chair after using.
- Disconnect the controller and store the chair carefully.

Fixing Issues

Troubleshooting

Problems/Issues	Possible Causes	Possible Solution
● Sounds like tapping or hum are heard while in use	● These sounds are normal and arise from air pump, motor or other mechanical parts	● Normal, no need to take any measure
● Massage chair stops working suddenly	● Power connection is bad ● Auto program time is up	● Unplug and reinsert the power cord to the chair ● Normal circumstance
● Massage chair doesn't work after power on	● Power switch is not turned on ● Connection between plug and socket is bad ● Massage remote is not turned on ● Power wire plug is broken ● Fuse is blown ● Control unit fails to work properly	● Turn on switch ● Insert power cord again ● Press power button on remote ● Contact customer service or professional technician ● Replace with a fuse of same type and rating ● Contact our customer service or professional technician
● Roller height changes	● Rollers work alternately	● Normal, no need to take any measure
● Abnormal sounds are heard suddenly while in use	● May be caused by over-working of the massage chair	● Reduce usage ● Contact our customer service or professional technician
● Backrest or footrest can not recline	● Be obstructed, make sure that there is enough space for the chair to fully recline	● Stop operation, move the obstacles and provide sufficient clearance
● Fail to restore position after reclined	● Electric motion pole fails ● Plug connection is bad	● Contact our customer service or professional technician ● Insert the power plug properly into the socket
● No music comes from the speaker	● The volume is adjusted to its minimum setting	● Adjust the speaker volume and ensure that both the chair's and phone's Bluetooth settings are activated

In case of any problems beyond above reasons, turn off the power supply and contact the distributor or manufacturer for assistance.

TIP:

Do not attempt to dismantle or repair the product by yourself, and our company shall not be liable for the damage or injury caused by improper use or servicing without authorizations. Thank you for your cooperation!

Specifications

Model: Real Relax BS-09 Massage Chair

Rated Voltage: 110V

Rated Frequency: 60HZ

Rated Power: 150W

Safety Design: Class I

Net Weight: 121.25 LB

Gross Weight: 137.79 LB

MEAS: 50.8*29.9*23.6 IN

Manufacturer reserves the right to make changes to information published in this document, including without limitation specifications and product descriptions at any time and without prior notice.

Contact Us

For any inquiries or quality-related issues concerning our products, please send an email to service@realrelaxmassage.com, we will respond to you as soon as possible and give you an appropriate solution (refund or replacement).

