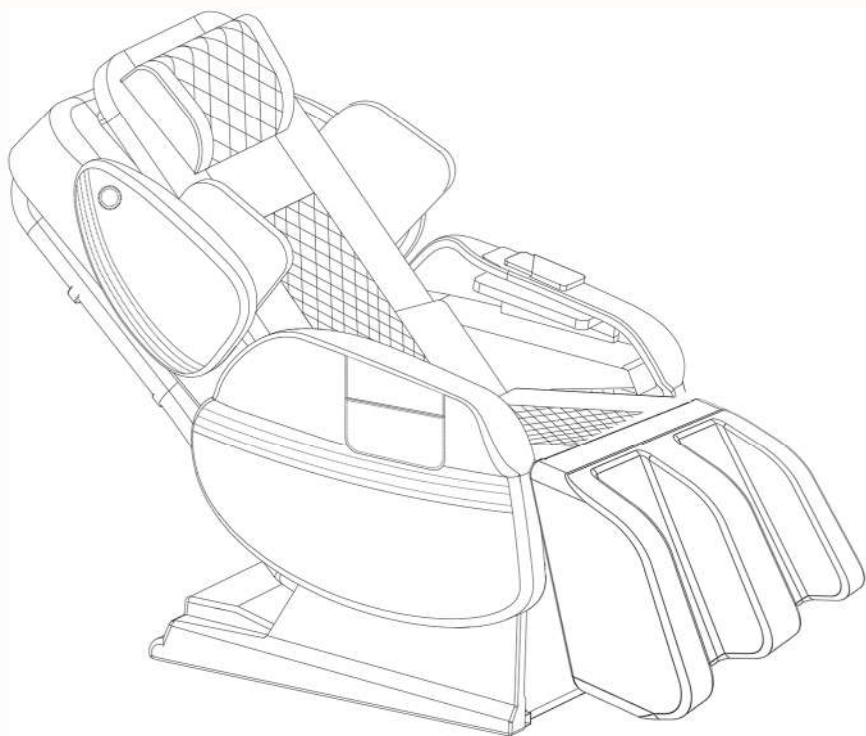


# USER'S MANUAL

## LURACO WELLNESS CHAIR

The World's Top Medical Massage Chairs®  
WITH BUTTERFLY MASSAGE TECHNOLOGY™



**FDA**  
REGISTERED



The Power of American Engineering®



## **Congratulations on your purchase of a new Luraco Medical Massage Chair!**

We are pleased that you have chosen Luraco for your massage chair purchase. We hope you will enjoy the quality, convenience, and excellent performance of your new Luraco Wellness Medical Massage Chair. We know from experience that you will soon be telling your friends and family about the health benefits of using a massage chair at home, and how enjoyable and easy it is to operate the Luraco Wellness Medical Massage Chair.

**This product and its subsystems have been awarded with the following U.S Invention Patents**

**US10092480, US10724549, US10639230, US10891000, US10842708, US10905624, US10849819, US11110030, US11730662, D772628, D772593 & 3 Patents Pending**

## **INTRODUCTION**

### **INNOVATION PLUS QUALITY**

In an effort to revolutionize the massage experience, Luraco, the world's leader in massage chair R&D and manufacturing, has successfully developed a 10<sup>th</sup> generation of The World's Top Massage Chair product line. Bringing together all aspects of innovative technologies, massage therapy techniques, healthcare and entertainment features into one ingenious and comprehensive machine, the Wellness Chair is truly the Industry's Most Unique and Advanced Massage Chair that is designed to be used in healthcare or in business environments.

**LURACO MASSAGE CHAIRS ARE BUILT FOR THOSE THAT EXPECT TOP QUALITY, RELIABILITY, COMFORT AND RELIEF**

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## I. IMPORTANT SAFETY INSTRUCTIONS

1. When using an electrical mechanism, basic precautions should always be followed, including the following: Read all instructions before using.



**WARNING** – To reduce the risk of burns, fire, electric shock, or injury to persons:

1. The main power switch is marked with international symbols “O” and “I”. The switch in position “I” means that system is on, and the switch in position “O” means that system is off.
2. Unplug from power outlet before any repair services or taking off parts.
3. Do not wear jewelry, glasses, or watches of any kind.
4. Close supervision is necessary when this chair is used near children, invalids, or disabled persons. Keep children away from the chair.
5. Use the chair only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
6. Never operate the chair if it has a damaged cord or plug, if it is not working properly, if it has been dropped, damaged, or dropped into water. Return the chair to an authorized service center for examination and repair.
7. Keep the cord away from heated surfaces.
8. Do not use outdoors.
9. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
10. To disconnect, turn power switch to the off position, then remove plug from outlet.
11. Connect this chair to a properly grounded outlet only. See Grounding Instructions.
12. Do not remove the back cushion and do not play with roller mechanism.
13. Do not remove the bottom seat and do not play with actuators.
14. Keep the cord out of heavy traffic areas. To avoid fire hazard, NEVER put the cord under rugs or near heat generating devices.
15. Always unplug the power cord from the electrical outlet before cleaning.
16. Do not operate any chair with damaged parts.

17. Any other use not recommended by the manufacturer may cause electrical shock or injury to persons.
18. Do not touch or re-wire the connectors to the master-box.
19. Do not attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void the warranty.

***After reading this user's guide, if you have any questions or comments, please call 1-800-483-9930 or contact our technical support department at [Support@LuracoTech.Com](mailto:Support@LuracoTech.Com) or visit our website at [www.LuracoChairs.com](http://www.LuracoChairs.com) for more information.***

## **2. Grounding Instructions**

This product must be grounded. If there is a malfunction or breakdown, the grounding provides a path of least resistance for electric current to flow, thus reducing 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 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 modify the plug provided with the product, if it does not fit the outlet; have a proper outlet installed by a qualified electrician.

**Followed by either instruction a) or b) below:**

- a) This product is for use on a normal power circuit and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1 below. A temporary adapter that looks like the adapter illustrated in sketches B and C may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. **The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician.** The green colored rigid ear, lug, or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.
- b) This product is for use on a normal power circuit and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1 below. 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.**

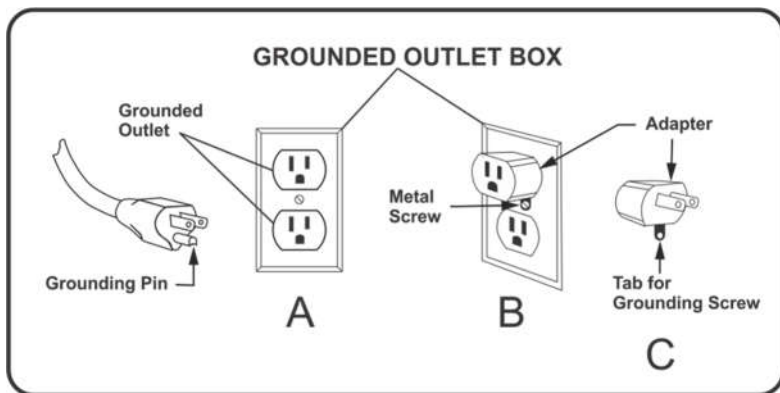


Fig.1: Grounding Instruction



**MEDICAL WARNINGS – NOT RECOMMENDED FOR:**

- Pregnant women
- People with distorted joints, broken bones, skin infection or injury
- Children under 14 years of age

If you have any of the above medical issues or any other concerns, please consult your doctor before using the massage chair.



**DO NOT:**

- Allow children or pets to play near the chair, especially during operation.
- Use any massage function on the head.
- Massage abdominal area or kneecap region.
- Leave mobility impaired or speech impaired persons alone in chair.



**EMERGENCY STOP**

In case of emergency, press the stop button on the remote to stop the operation.

## Additional Safety Precautions

- Do not use more than 30 minutes per session.
- Do not operate near young children or pets.
- Do not move the machine during operation.
- Do not place or store the chair near damp places such as swimming pools or bathrooms.
- Do not forcibly press on the massage rollers.
- Do not stand on the chair or store heavy items on the chair.
- Do not use in an environment which is dusty, greasy or lacking oxygen.
- Do not place near steam, oven, open fire, or heat.
- Do not place directly in the sun.
- Do not use electric blanket while using the massage chair.
- Do not use outdoors.
- Do not use while smoking.
- Do not eat or drink in chair when operating.
- Do place on level floor.

**Note:** Do not use the chair as a bed or to sleep on over a long period of time. The recommended time of use is 20 minutes. Prolonged massaging may cause aches, muscle or nerve issues. (The preferred total duration of massaging within the day should be 30 minutes total or less).



### CAUTION FOR USERS

- This device should not be used until grounded.
- **Do not sit or place heavy objects on the armrest, footrest or back of the chair to avoid overturning or damaging the chair.**
- In the course of normal use, lift the back cushion regularly to check for any damage or cracks in the fabric of the cushion. Please stop using immediately even if there is minor damage and turn the power switch off. Send the cushion in for repair to avoid possible electric shock.

- Do not pull the fabric forcefully or stab it with sharp objects which can result in injury or damage to the chair.
- Do not move the chair on wooden floor, carpet, or other easily damaged flooring.
- Children and pets should not be allowed to play around chair.
- Please be sure that no people, pets, or other objects are behind the chair or under the legs before reclining or lowering the leg massager.
- Do not put your hands or head under the chair.
- When using the massage chair, ascertain that the footrest is in the lowest position.
- Do not use immediately after meals.
- Do not use the massage chair when your body is wet or moist as it can result in electrical shock.
- Do not operate with more than one person.
- Do not stumble over electrical wires or connections
- Do not touch the inner parts of the chair as this can cause damage and electrical shock.

### **Do Not Use the Chair under the Following Conditions**

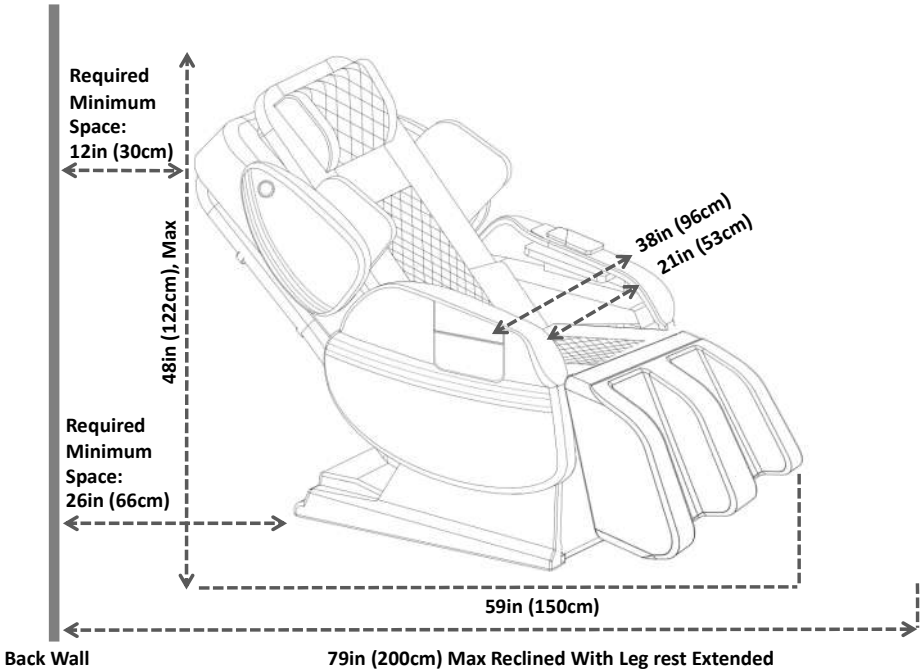
- When the chair has been exposed to water or fails to operate.
- If power cable is damaged.
- Please stop using the massage chair immediately and consult a doctor if you feel abnormal or hurting, or extremely achy during the course of the massage.
- When the massage chair malfunctions during the course of operation.
- Do not operate during a lightning or thunderstorms.

### **Methods of Storage**

- Keep the massage chair free of dust.
- Cover the chair with dust-free cloth to prevent dust from collecting.
- Do not store in a hot, humid, damp place nor in direct sunlight or heat.

## Cleaning Methods

- Before cleaning unplug from electrical source to avoid shock.
- Clean the chair surface with mild cleanser.
- Use leather cleaner and leather conditioner.
- Dust can be cleaned off with a damp cloth using mild cleanser and let air dry.
- Do not spray pesticides on the device.
- Do not use a damp cloth on the electronic components, as it may cause shock and damage



**Fig.2: Space Requirement**

## Chair Placement

There must be enough space around the chair for proper operation. There should be a clearance of 30 inches from the front of the chair to the front wall, 12 inches from the back wall to the backrest, and 18 inches from the wall to the closest armrest to allow for easy access.

## II. INSTALLATION INSTRUCTIONS

**ATTENTION:** Do not turn on power until all installation is complete.

### Step 1: Unpack the main box

Carefully take out the chair main body, footrest, armrest packages from the main box.

**Note:** Wellness chair requires at least two people to assist with assembly.



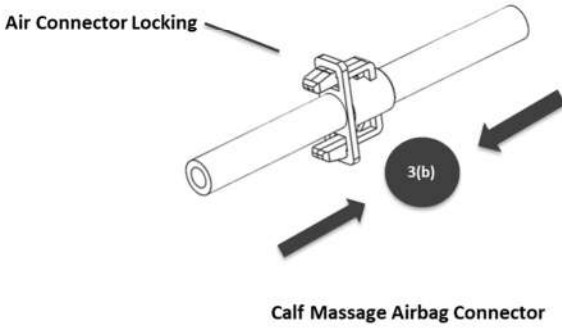
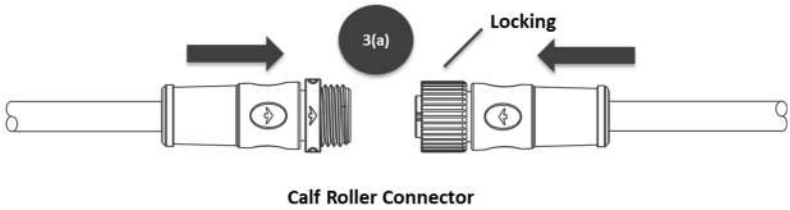
### **ATTENTION:**

Be sure no children, pets, or objects are around chair. Allow enough space for installation.

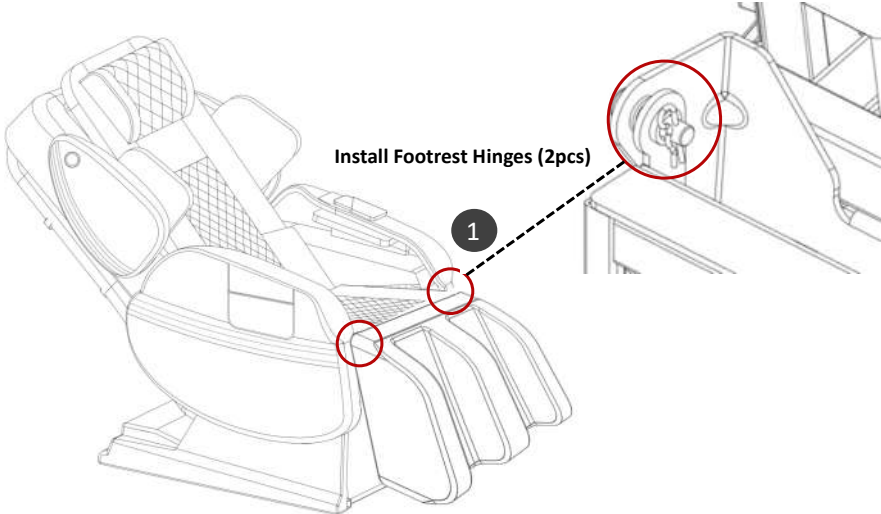
### Step 2: Assemble the Footrest

Please refer to Fig.3 & 4 and follow the steps (1-2) below to install the Footrest.

1. Assemble the calf roller electrical connector (1pc) and air massage connector (1pc). **Make sure the connectors are fully locked (Fig.3, Step 3a & 3b).**
2. Install the Footrest hinges. Slowly align the footrest with the chair main body and install the lock-pins (2pcs) for the footrest hinges (Fig.4).



**Fig.3: Instruction for Footrest Calf Airbag and Roller Connector Assembly**



**Fig.4: Footrest Assembly**

**ATTENTION:** For more detailed instructions, please watch Wellness chair installation videos at [www.LuracoChairs.com](http://www.LuracoChairs.com)

### Step 3: Assemble the Armrests

Please refer to Fig. (5-6) and follow the steps (1-5) below to install the armrests.

1. Insert the metal tab on the armrest into the located slot on the chair frame (Fig. 5, Step 1).
2. Install 2 knob-screws to secure the armrest metal plate onto the seat frame (Fig. 5, Steps 2).
3. Assemble armrest air connectors (2 pcs). **Make sure the color marks/numbers are matched (Fig.6, Step 3).**
4. Assemble USB connectors for wireless controller power and charging. **Make sure Male and Female fully inserted and secured (Fig.6, Step 4).**
5. Repeat steps (1 thru 4) above for the second armrest assembly.

**NOTE:** One USB connector needs to be connected for the wireless controller charging on the Right Armrest (Fig.6, Step 4).

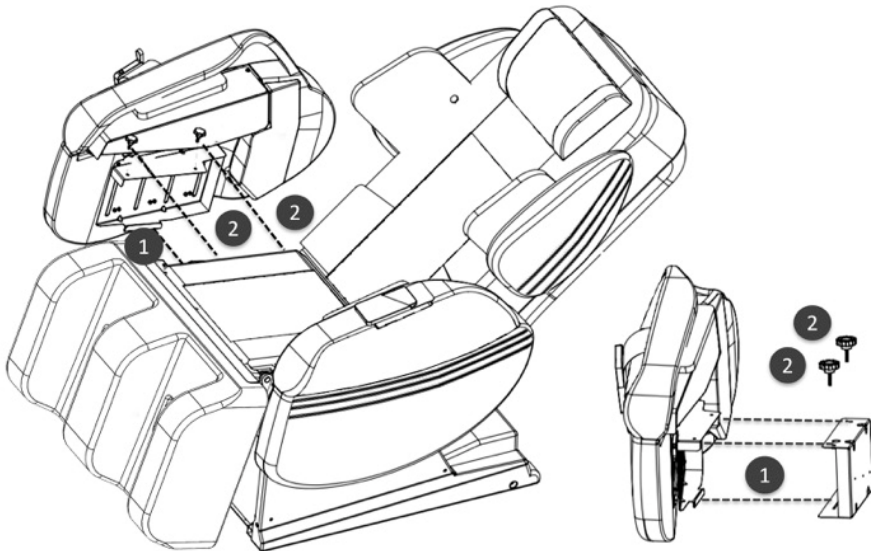
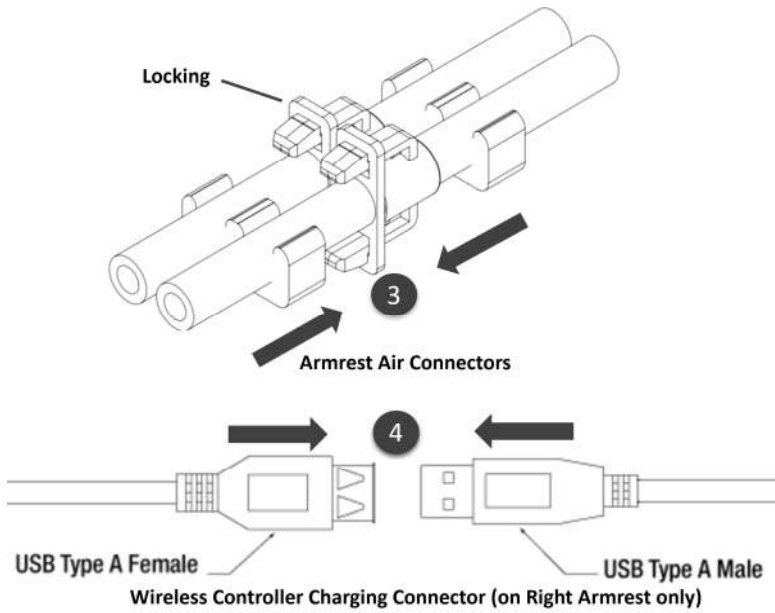


Fig.5: Armrest Installation



**ATTENTION:** NEVER SIT ON ARMRESTS OR LEGRESTS!



**Fig.6: Armrest Air and Electrical Connections**

**ATTENTION:** For more detailed instructions, please watch Wellness chair installation videos at [www.LuracoChairs.com](http://www.LuracoChairs.com)

## VI. Health Benefits of Massage

Massage is the manipulation of superficial layers of muscle and connective tissue to enhance function and promote relaxation and well-being. Peer-reviewed medical research has shown that the benefits of massage include pain relief, reduced anxiety and depression, and temporarily reduces blood pressure, heart rate, and state of anxiety.

- **Pain and stress relief:** Relief from pain due to muscle-related injuries and other causes is cited as a major benefit of massage. In one study, cancer patients self-reported symptomatic relief of pain. Acupressure or pressure point massage could be beneficial in relieving back pain.
- **State of anxiety:** Massage has been shown to reduce a state of anxiety.
- **Depression:** Massage has been shown to reduce sub-clinical depression.
- **Blood pressure and heart rate:** Massage has been shown to reduce blood pressure and heart rate as temporary effects.
- **Sleep better:** Massage has been shown to help improve deep sleep at night.

## VII. HEALTH CARE DEVICE (BLOOD PRESSURE MONITOR)

The Wellness Massage Chair has the capability to operate an optional health monitoring device. The device measures blood pressure and heart rate of the user.

## VIII. TROUBLESHOOTING THE MASSAGE CHAIR



**WARNING:** Unplug the power cord before attempting any troubleshooting or service.

Luraco Wellness Chair comes with advanced state-of-the-art electronics and software technologies, which support self-diagnostic features to detect individual failures of critical components in the massage system. The chair has different LED indicators, which help the user to narrow down a troubleshooting failure, if any.

LED Function/Color	Meaning
24V Power (Green)	Green means 24V power supply is good.
Red LED	Diagnostic information, this LED is for manufacturer's use only
Preset Passcodes	<ul style="list-style-type: none"><li>• Controller Screen: 1234</li><li>• Bluetooth Speaker: 4321</li></ul>

Problem/Issue	Possible Cause	Trouble Shooting Method
<b>ALWAYS TRY THIS FIRST</b>	<b>Reset the software for chair and controller</b>	<b>1) Reboot the chair by turning power switch OFF, wait until all LEDs are off before turning it back ON.</b> <b>2) Reboot the wireless controller</b>
Chair does not power	1. Bad connection between power plug and socket 2. Wireless connection 3. No power at outlet 4. Bad fuse	1. Unplug and reconnect power cord again. 2. Check to make sure power is available at the wall outlet. If there is power, the red light on power switch is on. 3. Replace with fuse located near power switch
Wireless controller has no power	Battery is depleted	Charge the controller. <b>Note: Keep the controller connected to charging cable after each use.</b>
Back or seat airbags do not inflate	Air tubes are bent under the cushion, or air connection is lost	Pull the cushion up and check the air tubes and connectors
Abnormal noise while working	May be from over working the massage mechanism	1. Reduce massage intensity 2. Some parts may need grease
Wireless Controller is not connected with the chair	WiFi connection issue	1. Go to settings 2. Reconnect the controller in the chair link section
Bluetooth speaker (optional) not connected	Bluetooth connection issue	3. Go to settings 4. Reconnect the speaker in the Bluetooth section
Noise from any roller	Bearings or parts need lubricating	Add grease to the parts that make noise
Controller screen is locked	Passcode protection is enabled	Enter default passcode "1234" to unlock or access all features of the chair

**Table 2: Quick Trouble Shooting Guide**

**Note:** If problem(s) are not found in the trouble-shooting guide, please turn off power supply and contact the manufacturer for assistance.

**MAINTENANCE INSTRUCTIONS:**

This product should be maintained on a regular basis to promote cleanliness and to keep the mechanical internal system in optimal working order. It is important to keep the chair free of dust and debris to ensure it runs smoothly and to prevent damage or injuries during operation. Some mechanical parts should also be adjusted and in some cases, lubricated periodically to keep it in good working order. Use only leather care products for cleaning and maintaining the leather.

**ATTENTION:** Always turn off power switch and unplug the power cord before cleaning or servicing the chair.

User Height	Up to 6'10"
User Weight	Up to 300 lbs.
Power Consumption	~200 Watts (Max)
Recline Angle	120-170 Degrees
Roller Track Length	60 inches
Max Height	~ 48 inches
Max Width	~ 38 inches
Max Length (Reclined)	~ 87 inches

**Table 3: Wellness Chair Specifications**

**VII. WARRANTY INFORMATION**

**Introduction**

Luraco Technologies is dedicated to offering our valued customers the best massage chair buying experience available. As part of this commitment, the company works very hard to provide customers with the best warranty plan available. We guarantee any defective massage chair will be repaired or replaced (if not repairable) during the effective warranty period.

**What is covered in the warranty:**

**1) For Home Use:**

- This warranty includes parts and in-home labor costs covered for the first 3 years at no cost to the customer.
- This warranty includes an addition 2 years for parts and 10 years

for leather at no cost to the customer.

- This warranty may require cooperation of chair’s owner for some over-the-phone trouble-shootings.

Products	In-House Service	Parts	Leather
Wellness Chair	3 (Years) *	5 (Years)	10 (Years) “Guaranteed No Tearing”

**2) For Commercial Use:**

- This warranty includes parts and labor costs covered for the first 6 months at no cost to the customer.
- This warranty includes an additional 6 months for parts and 1 year for leather at no cost to the customer.
- This warranty may require cooperation of chair’s owner for some over-the-phone trouble-shootings.

Products	In-House Service	Parts	Leather
Wellness Chair	6 (Months) *	1 (Year)	1 (Year) “Guaranteed No Tearing”

**\*Does not include Alaska, Hawaii, Puerto Rico, and International Sales**

**What is NOT covered:**

- This warranty does not cover any loss or damage resulting from: improper installation, alterations or modifications of original condition or unauthorized repairs.
- This warranty does not cover damage resulting from improper use of electrical/power supply, electrical disturbances and power surges, cracked remote control screens, cosmetic changes, improper operating environment, or damage caused by animals or liquids of any kind.
- This warranty does not include any shipping expenses incurred.
- This warranty does not apply to normal wear-and-tear including leather or fabric covering.

- This warranty does not cover damages from floods, storms, fire or other natural disasters.
- The warranty does not apply if the product has been damaged physically, whether intentional, accidental or by neglect: including but not limited to stains, fluids, mold, water damage, pet or insect damage, cuts, burns, loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair; and products purchased from unauthorized dealers.
- Unnecessary service. If no problem is found by service technician, you may be charged for service calls, labor, and travel costs.
- Display models that have been on showroom floor for more than twelve (12) months are not covered under this limited warranty.
- Warranties are non-transferable and apply only to the original purchaser at the original location. If moving, please contact Luraco at 817-633-1080 before you move for more details.

### **Implied Warranty**

- Any implied warranties shall be limited to the duration of the 3-year portion of this warranty for home use and 6-month portion of this warranty for commercial use. With regard to structural frame, it is limited to the duration of the 5-year portion of this warranty for home use, and 1-year portion of this warranty for commercial use.
- In no case will Luraco be liable for incidental or consequential damages, whether such damages are claimed on basis of breach of warranty, breach of contract, negligence or strict/product liability, including without limitation, damage to property (other than the product) or other economic losses.
- Luraco shall not be liable for any personal injury, property, or any incidental or consequential damages of any kind resulting from malfunctions, defects, misuse, improper installation or alteration of this product.

### **Extended Warranty Plan**

Luraco's massage chairs come with a high expectation of performance and reliability and should last for many years. However, all products have a defective rate. If something does go wrong, Luraco offers a purchased Extended Warranty Plan within ninety (90) days of original chair purchase.

The Extended Warranty Plan provides home use customers an additional 2-years of comprehensive protection for Luraco's massage chairs. You can rest assured that your massage chair will be taken care of as soon as possible.

**Note:** Extended warranty plan is available for in-home use application only. Luraco does not offer this plan for commercial use.

### **How to get warranty service:**

- Customer may obtain service advice by contacting Luraco Health & Beauty LLC Customer Service Toll-free at 1-800- 483-9930
- Customer must provide proof of purchase to claim any warranty.
- Customer must obtain a return authorization number in order to ship the chair to a service center.

### **Important Return Instructions:**

Luraco wants you to be completely satisfied with your purchase. However, in the event that you decide to return a purchased chair, please follow the steps below:

1. You have 30 calendar days to return the chair from the date you received it.
2. A return must be coordinated by the dealer where the chair was purchased.
3. The dealer will get a return authorization by calling 817-633-1080, option 2.
4. The chair must be returned in its original packing box to be eligible for a refund.
5. Carefully pack the chair in its original box and place it on a standard 48" x 40" pallet to avoid damage during shipping.
6. Before packing your chair, be sure to enclose:
  - a. Your name with full shipping address and telephone number
  - b. A dated receipt for PROOF OF PURCHASE
7. Take pictures of your chair before packing it up.
8. Take pictures of boxes upon pick up for return shipping. Include a document detailing the problem you are having with your chair.

**NOTE:** All orders shipped outside the continental United States are non-returnable and non-refundable, including states and territories such as Hawaii, Alaska, Puerto Rico, and Guam.

**Incurred shipping costs are nonrefundable. All return shipping costs must be prepaid by the customer.**

## VIII. DISCLAIMERS

Limited warranty and liability: Information in this document is believed to be accurate and reliable. However, Luraco Health & Beauty, LLC does not give any representations or warranties, expressed or implied as to the accuracy or completeness of such information and shall have no liability for the consequences of use of such information.

In no event shall Luraco Health & Beauty, LLC be liable for any indirect, incidental, punitive, special or consequential damages (including - without limitation - lost profits, lost savings, business interruption, costs related to the removal or replacement of any products or rework charges) whether or not such damages are based on tort (including negligence), warranty, breach of contract or any other legal theory.

Notwithstanding any damages that a customer might incur for any reason whatsoever, Luraco Health & Beauty, LLC aggregate and cumulative liability towards the customer for the products described herein shall be limited in accordance with the Terms and conditions of commercial sale of Luraco Health & Beauty, LLC.

Right to make changes: Luraco Health & Beauty, LLC reserves the right to make changes to information published in this document, including without limitation specifications and product descriptions, at any time and without notice. This document supersedes and replaces all information supplied prior to the publication hereof.

Suitability for use: Medical research has shown that the benefits of massage include pain relief and reduced depression. Overall better health and wellness have been reported with the use of massage.

However, this product is not intended to diagnose, treat, cure, or prevent any disease. It is not designed, authorized, or warranted to be suitable for use in life support, life-critical or safety-critical systems or equipment, nor in applications where failure or malfunction of a Luraco Health & Beauty, LLC product can reasonably be expected to result in personal injury, death or severe property or environmental damage. Luraco Health & Beauty, LLC accepts no liability for inclusion and/or use of Luraco Health & Beauty, LLC products in such equipment or applications and therefore, such inclusion

Limited warranty and liability: Information in this document is believed to be accurate and reliable. However, Luraco Health & Beauty, LLC does not give any representations or warranties, expressed or implied as to the accuracy or completeness of such information and shall have no liability for the consequences of use of such information.

### **Customer Assistance:**

For assistance with this product, please visit: [www.LuracoChairs.com](http://www.LuracoChairs.com)  
Or call: 1-800-483-9930, Monday – Friday, 8:30 am to 5:00 pm (CST)



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**1140 107TH STREET**

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**TEL: 817-633-1080**

**FAX: 817-633-1085**

**WWW.LURACOCHAIRS.COM**

**PLEASE READ AND SAVE THIS IMPORTANT USER'S MANUAL**

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