

# INFINITY<sup>®</sup>

## MASSAGE CHAIRS

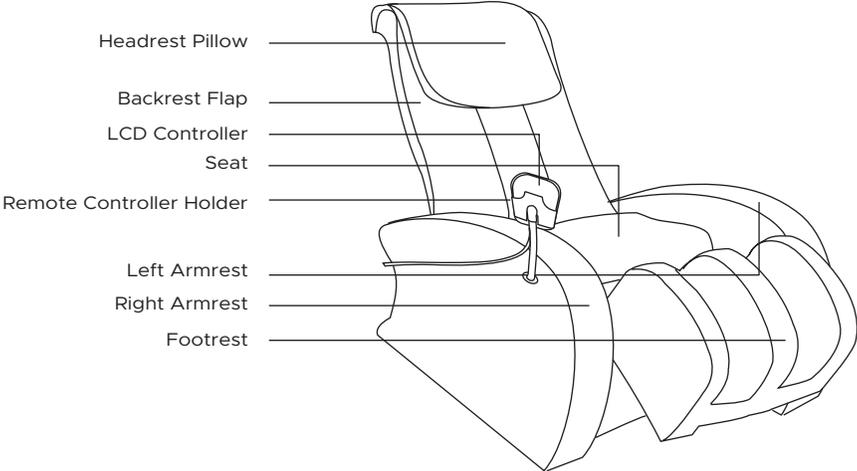


**User Manual**

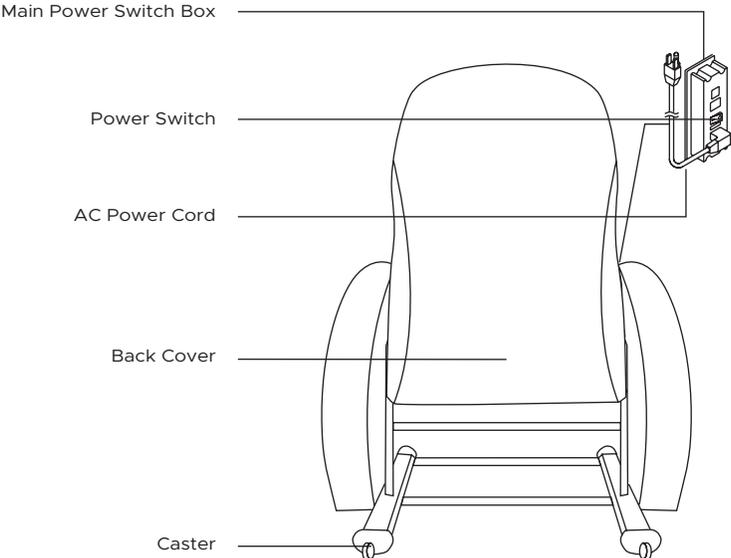
IT-9800

# Your Chair

## External Structure



## Internal Structure



Welcome to

# INFINITY<sup>®</sup>

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.

Inside this manual, you will find everything you need to setup and safely enjoy your chair. Please review the entire manual before assembling or using your chair.

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

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



@infinitymassagechairs



@infinity\_chairs



@infinitymassagechairs

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 **#lovemyinfinitychair**

# Chair Features

<p>Body Scanning</p>  <p>See page 9</p>	<p>Zero Gravity</p>  <p>See page 14</p>	<p>Manual Massage Customization</p>  <p>See page 15</p>	<p>Lumbar heat</p>  <p>See page 15</p>
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## Specifications

Model	IT-9800 & IT-9800TS
Dimension of Main Body (in)	38 x 45 x 46 (L x W x H)
Necessary Clearance to Wall (in)	20"
Net Weight (lbs)	170
Shipping Weight (lbs)	211
Max. User Weight (lbs)	350
Voltage	120-240V 50/60Hz
Fuse	5 AMP
Power Consumption	60-100W
Safety Standards	Type 1

## Product Warranty



SCAN CODE

For the most current Warranty information please visit:  
[www.infinitymassagechairs.com/warranty](http://www.infinitymassagechairs.com/warranty)

Alternatively, **scan the QR code** to go directly to the URL ab

# Table of Contents

## **Before Getting Started**

Installation Site	6
Clearance Space for the Chair	6
Floor Protection	6
Move Methods	7
Connect to Power	7

## **Chair Setup**

Getting Comfortable	8
Main Power Switch	8
Adjust Pillow	8
Body Scanning	9
Getting Out Of The Chair	9

## **Chair Assembly**

Assembly Instructions	10
-----------------------	----

## **LCD Features**

Icon Descriptions	12
-------------------	----

## **Operation**

ACU Points	12
Remote Control	13
Method of Operation	16

## **Staying Safe**

17

## **Fixing Issues**

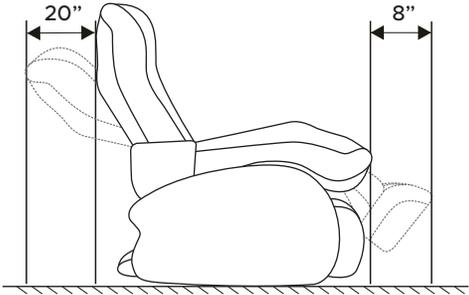
Trouble Shooting	19
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# Before Getting Started

## Installation Site

### Clearance Space for the Chair

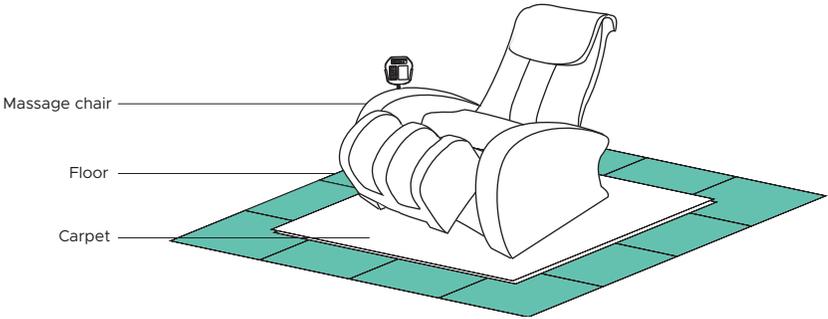
- 20" clearance for the recline of the backrest; 8" clearance for the extension of footrest and sliding forward of the chair.
- Keep it 3 feet away from the TV, radio or other audio & video appliance to avoid signal interference.



- 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.
- When the massage chair sliding forwards or back, please check to make sure there is no children, pets or other obstacles around to avoid accident.

## Floor Protection

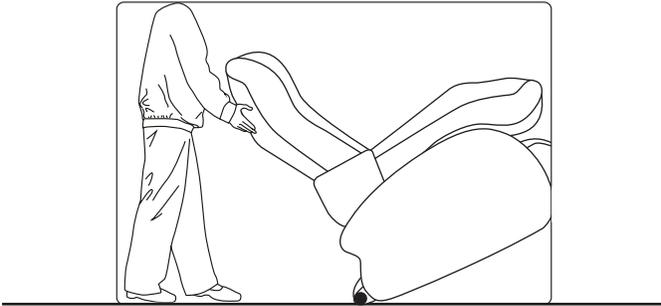
We recommend to place a piece of thin carpet or soft mat underneath it to avoid damaging the floor.



- Do not use the massage chair in high moisture environment such as near 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

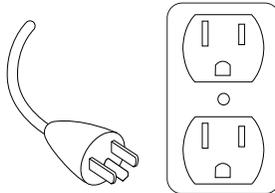
- Apply pressure to the back of the massage chair from behind to pivot on the Castors. Have a second person up front to guide the Footrest until in the correct position. Maintain clearances as mentioned above. Gently lower into place. Do not pull on the side arms.



- Do not move the chair when there is user inside.
- To carry this product, do not lift by the footrest or armrest, hold the chassis and steady the backrest (have 4 or more people to carry the product).

## Connect to Power

Plug into a 110V grounded outlet.



This product must be grounded. If it should 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.



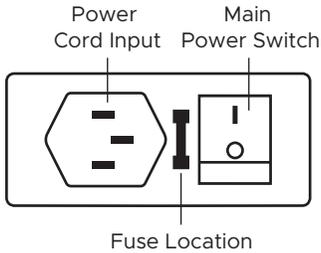
- Ensure there is no damage to the supply cord before switching on the massage chair.
- Ensure that the main power switch is turned off before connecting to power

# Chair Setup

## Getting Comfortable

### Main Power Switch

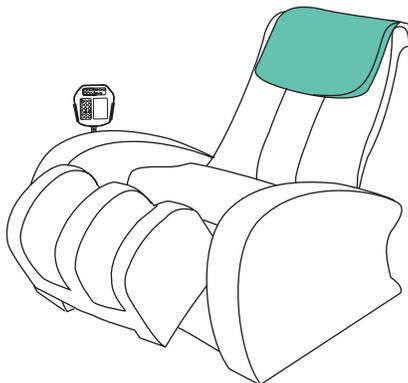
To power up the chair, flip the main power switch located on the right side of the chair back to **ON**.



- Children should be supervised to ensure that they do not play with the chair or touch the power box.
- Always unplug the massage chair from the electrical outlet immediately after use.
- Unplug from outlet during thunder or lightening storms, and before putting on or taking off parts.
- Turn off the power switch and unplug the massage chair from the electrical outlet while not in use to avoid children power on the massage chair accidentally.
- 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 neck 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.



**Smart tip:** To increase intensity in the neck and shoulder region, flip the pillow or the pillow and pillow pad up so you lay directly on the seat backpad.

## Body Scanning

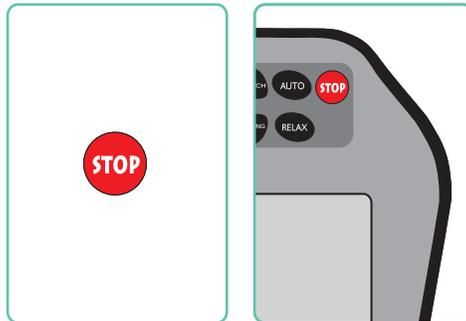
Select any of the 6 auto programs. The chair will automatically begin scanning your body, mapping your back, shoulders, and neck. During this process it is important to remain seated back into the chair without lifting your head.

## Reduce the Intensity of your Massage - Manually

To make the massage less intense you can **fold down the pillow** to provide more cushioning between you and the massage mechanism in the seat back.

## Getting out of the Chair

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

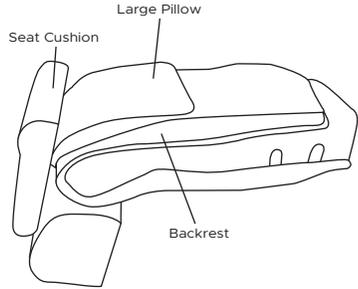


# Chair Assembly

## Assembly Instructions

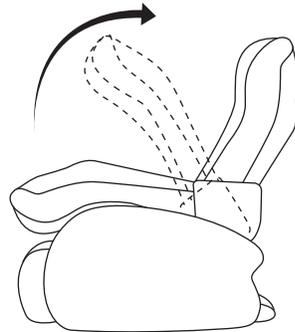
### Step 1

Take out the chair from the box.



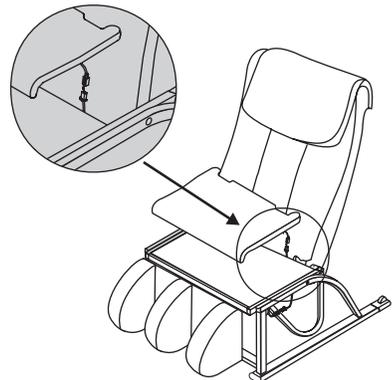
### Step 2

Pull back the backrest until you hear a “click” sound. Flip the backrest flap on the front of the chair and affix it to the Velcro on the seat board.



### Step 3

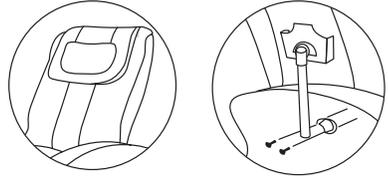
Connect the wire of Seat cushion with same color(Black) connector underneath the chair seat. Connect the wires of both arms with same color (Green) connectors underneath the chair seat. Then, tighten the three screws for both left and right armrests to the chair seat frame.



### Step 4

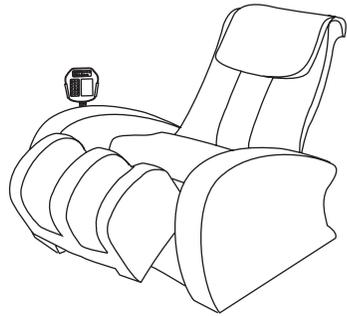
Put the seatrest cushion firmly on the seat board. Then, zip up the zipper of the front seat cushion.

Place the large headrest pillow to the backrest flap and attach it to the Velcro on the back of the chair.



### Step 5

Place the small headrest pillow on top of the large headrest pillow, and attach it to the Velcro on the back of the chair. Install the remote holder, loosen the pre-screwed screws from the right armrest, and then install the holder with the existing two screws using Philips Screwdriver. Plug the wire connector of remote control into the power switch box, and put the remote controller into the holder.



### Step 6

Check again to make sure all steps are done properly. The chair is ready for use.

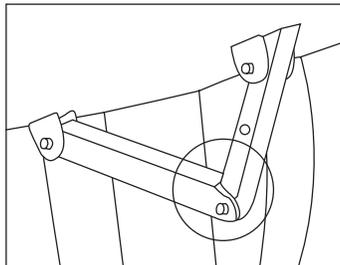
### Step 7

Plug in power cord to chair and wall outlet.

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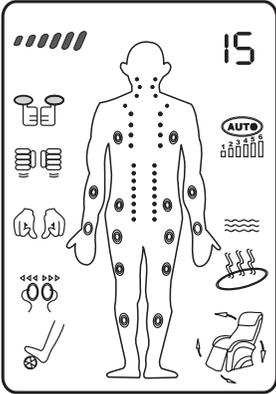
## Adjusting The Legrest Position

The foot extension length can be adjusted to 7 cm, 8 cm or 10 cm. Lift up the footrest, and use Long Nose Pliers to take out the E type clip. Remove the bolt to set the hole in preferred length. Then, put back in the bolt and lock in the E type clip.



# LCD Features

## Icon Descriptions



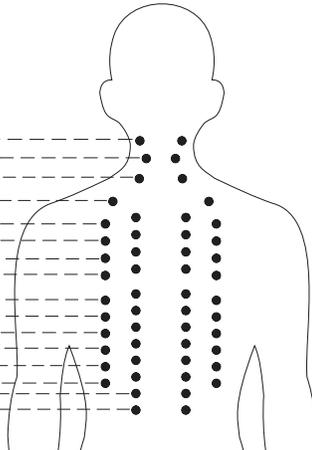
- ..... SPEED
- ..... KNEADING
- ..... TAPPING
- ..... SHIATSU
- ..... WIDTH
- ..... CALF MASSAGE

- ..... TIMER
- ..... AUTO
- ..... INTENSITY
- ..... VIBRATION
- ..... HEAT

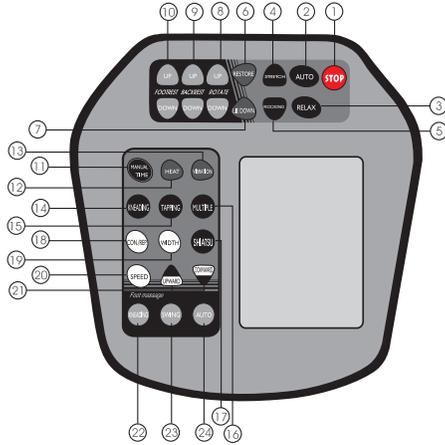
# Operation

## ACU Points

- 風池 Feng Chi
- 天柱 Tian Zhu
- 肩中俞 Jian Zhong Shu
- 肩外俞 Jian Wai Shu
- 附分 Fu Fen
- 魄戶 Po Fu
- 膏肓 Gao Huang
- 神堂 Shen Tang
- 肝俞 Gan Shu
- 胆俞 Dan Shu
- 脾俞 Pi Shu
- 胃俞 Wei Shu
- 三焦俞 San Jiao Shu
- 腎俞 Shen Shu
- 氣海俞 Qi Hai Shu
- 大腸俞 Da Chang Shu



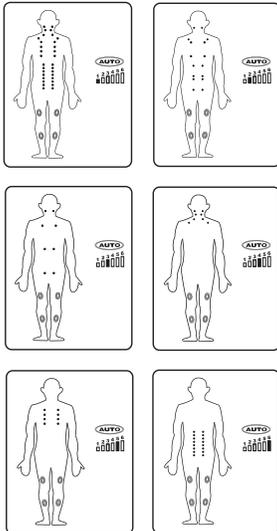
# Remote Control



## 1 STOP STOP Button

Press this button to stop the massage program. The chair (chair back and footrest) will return to its full upright position. The roller will return to the storage area of the chair back.

## 2 AUTO AUTO Button



Users can press the AUTO buttons to select from 6 programmed massages for different areas of the body. Each preset time is 15 minutes. Before the massage program, the roller will automatically detect the length from the shoulders to the waist and remember the acupuncture points of the user. This provides a customized and comfortable massage based on the user's height. When the massage program is finished, the chair (chair back and footrest) will return to its full upright position. The rollers will return to the storage area of the chair back.

The AUTO massage programs are preset and the speed and width of the rollers automatically adjusts for each user. The FOOT MASSAGE, VIBRATION and HEAT functions can be operated separately. These functions can be used in conjunction with STRETCH, ROCKING, RESTORE/LIE DOWN, ROTATE UP/DOWN, BACKREST UP/DOWN and FOOTREST UP/DOWN buttons.

**Auto 1** - Full body massage

**Auto 2** - Regional massage- User can use the manual button UPWARD and DOWNWARD to move the rollers to the desired point. The massage program will work on the area that the user desires to focus on.

**Auto 3** - Fixed Point massage- User can use the manual button UPWARD and DOWNWARD to move the rollers to the desired point. The massage program will be the fixed point that the user desires.

**Auto 4** - Head to neck massage

**Auto 5** - Upper back massage

**Auto 6** - Lower back massage

# Operation

3  **RELAX Button**

Press the RELAX button for 38 / 30 / 15 / 10 / 6 minutes. Each of these settings has different recline angles with pre-programmed massage functions. Before the massage program starts, the rollers will automatically detect the body length from the shoulder to the waist and remember the acupressure points of the user. The chair will automatically adjust to the most comfortable massage angle. The 10/6 minutes programs cannot work with other massage functions.

4  **STRETCH Button**

E1: Zero Gravity for the most comfortable sitting angle  
E2: V angle for victory stretch  
E3: Angle for lumbar stretch  
E4: Inversion stretch for elevating the feet above the head to release the pressure from the legs and, to stimulate the blood flow from the feet to the heart.  
E5: Stops the E1, E2, E3 and E4 functions, and restores the chair to the upright position.

5  **ROCKING Button**

Press this button to select different reclining programs.  
d1: Deep recline (no rocking function)The chair will automatically adjust to the deep recline angle. This function can be used with AUTO and manual programs.When the massage program is finished, the chair (chair back and footrest) will return to its full upright position. The rollers will return to the storage area of the chair back.  
d2: Medium recline(with rocking feature)The chair will automatically adjust to the medium recline angle and the chair will automatically rock back and forth. This function can work with AUTO and manual programs.When the massage program is finished, the chair (chair back and footrest) will return to its full upright position. The roller will return to the storage area of the chair back.  
d3: Deep recline (with rocking feature)The chair will automatically adjust the deep recline angle and will automatically rock back and forth. This function can work with AUTO and manual programs.  
d0: Fixed reclineThe chair will stay in its current position when you are in the function of d1, d2 or d3 reclining programs.

6  **RESTORE Button**

Press this button to automatically raise the chair to the full upright position.This function cannot work with RELAX 10 and 6 minutes programs.

7  **LIE DOWN Button**

Press this button to automatically recline.This function cannot work with RELAX 10 and 6 minutes programs.

8  **ROTATE UP/  
DOWN Button**

Press UP or DOWN button to rotate the chair to the desired angle. This function cannot work with RELAX 10 and 6 minutes programs.

- 9  **BACKREST UP/ DOWN Button** Press Up or DOWN button to adjust the backrest to rise or recline. This function cannot work with RELAX 10 and 6 minutes programs.
- 
- 10  **FOOTREST UP/ DOWN Button** Press UP or DOWN button to adjust the footrest to rise or recline. This function cannot work with RELAX 10 and 6 minutes programs.
- 
- 11  **MANUAL/TIME Button (5/10/20 /30 minutes)** To start any manual function, press this button to set massage time for 5 / 10 / 20 / 30 minutes. User can choose the preferred massage functions - Kneading, Tapping, Multiple or Shiatsu. The massage for foot or seat is also capable with this function.
- 
- 12  **HEAT Button** Press this button to turn on/off the warmer in the backrest.  
H1: 5 Minutes H2: 10 Minutes H3: 15 Minutes H0: Off
- 
- 13  **VIBRATION Button** Press this button to select the different vibration cycles for the seat cushion and armrests. There are four different cycles of vibration.
- 
- 14  **KNEADING Button** Press this button to turn on/off the kneading function. This function can work with other manual functions except the WIDTH button. The Kneading is preset at speed one. User can press SPEED button to adjust to the preferred speed.
- 
- 15  **TAPPING Button** Press this button once to turn on Tapping (A1), press twice for Flapping (A2), press third time for Knocking (A3) and continuously. This function can be used with other manual functions. The Tapping and Flapping are preset at speed one. User can press SPEED button to adjust to the preferred speed and press WIDTH button to adjust to the preferred width. There is only 3-speed adjustment for Flapping function. The Knocking function is not capable to work with SPEED.
- 
- 16  **MULTIPLE Button** Press this button to turn on/off kneading and tapping dual function. This function can work with other manual functions except the WIDTH button. The kneading and tapping dual functions is preset at speed one. User can press the SPEED button to adjust to the preferred speed.
- 
- 17  **SHIATSU Button** Press this button to select a programmed shiatsu massage function for the whole back.
- 
- 18  **CON./REP. Button** Press this button for 6 selections to massage at Fixed point, Area, Full body, Head to neck, Upper back and Lower back. Then press the other manual massage buttons: KNEADING, TAPPING, MULTIPLE and SHIATSU for back massage.

Only in Area and Fixed point massage functions, can you use the UP and DOWN buttons to move the rollers to the desired point.

# Operation

- 19  **WIDTH Button** Press this button to adjust the width for the TAPPING function. Users can select either wide/medium/ or narrow. This function cannot work with KNEADING, MULTIPLE and SHIATSU functions.
- 
- 20  **SPEED Button** Press this button for 6 different speeds. You can use this function with KNEADING, TAPPING and MULTIPLE functions. When running the AUTO and RELAX functions, the speed changes to follow the intensity of programmed massage. This function cannot be used to adjust the speed for SHIATSU.
- 
- 21  **UPWARD/  
DOWNWARD  
Button** Press this UPWARD or DOWNWARD button to adjust the rollers to the desired position. This function only can work with Area and Fixed point massage.
- 
- 22  **FOOT KNEADING  
Button** Press this button to start/stop kneading massage for feet/calves. There are three speeds F1, F2, F3 and F0 to stop.
- 
- 23  **FOOT SWING  
Button** Press this button to start/stop swing massage for foot. There are three speeds F1 (slowest), F2, F3 (fastest) and F0 to stop.
- 
- 24  **FOOT AUTO  
Button** Press this button to start(FA)/stop(F0) auto program for feet/calves massage.

## Method of Operation

1. Plug in the power cord, and then turn on the power switch (on the right side of the back of the chair).
2. Set the massage time or select from the automatic functions: AUTO or RELAX  
**Manual functions:**
  - Press the manual button to set the desired time, then choose from the KNEADING, TAPPING, MULTIPLE or SHIATSU massage functions.
  - When using the KNEADING, TAPPING or MULTIPLE massage functions, you can adjust the massage strength by pressing the SPEED button. When using the TAPPING function, you can also press the WIDTH button to adjust the width of the rollers. You can press the UPWARD or DOWNWARD buttons to adjust the desired massage location when running the Area or Fixed point massage.**Automatic functions:**
  - For automatic functions, choose from the AUTO (6 programs) and RELAX (5 programs) functions for fully automatic massage settings.
3. **Special functions selection:** The VIBRATION and HEAT button can be operated separately to work with AUTO, RELAX and MANUAL programs. If you do not want to have the foot or seat massage while in the auto programs (AUTO and RELAX), you can press the VIBRATION or FOOT MESSAGE button to turn off these function.
4. **Stop:** Press the STOP button to stop the massage program. The massage rollers will automatically return to the storage position of the backrest, and the chair will return to its full upright position.
5. When finished, turn off the power and unplug the power cord.
6. The chair comes with paddings that you can put in the backrest flap of the chair to adjust the intensity of the massage.
7. Use a surge protector to protect your chair from current fluctuations.

# Staying Safe

## Safety Precautions

Precautions listed below will help to ensure proper use of this appliance. Read all instructions before using this appliance.



WARNING

- Improper operation may cause severe personal injury or substantial property damage.



CAUTION

- Improper operation may cause personal injury or product damage.



- Prohibited.



- No Disassemble.

## Not Suitable For Below Persons

We recommend those with any of the following conditions consult your physician before using.



WARNING

- Those who are using electronic medical instruments embedded in the body, such as a cardiac pacemaker.
- Those undergoing treatment, especially those who are not feeling well.
- Those with malignant tumors or malignant abscesses. (Need to be supervised)
- Women who are pregnant.
- Those with osteoporosis or a fractured spine.
- Those with skin diseases or those with skin injuries.
- Those with a high fever.
- Close supervision is necessary when this product is used by, on, or near children, invalids, or disabled persons.
- The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.
- This appliance can be used by children aged 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 the use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.

## Control Buttons Precautions



WARNING

- Do not operate the control buttons with wet hands.
- Do not spill water or other liquids onto the control buttons to avoid fault.
- Do not lay heavy objects on the controller.

## Best Circumstances



CAUTION

- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Do not use this appliance when ambient temperature is over 40 C.
- Women who are pregnant should not use this chair.
- 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, and the like.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Please place the product on a flat level floor.
- Do not store near heat or open flame.
- Connect this unit to a properly grounded outlet only. See Grounding Instructions.

# Staying Safe

## Cautions Regarding the Adapters and Cord



CAUTION

- Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
- An appliance should never be left unattended when plugged in. Unplug from outlet when not in use.
- Unplug from outlet during thunder or lightening storms, and before putting on or taking off parts.
- Check that the power voltage stated on the rating label corresponds to your local electricity supply.
- Do not use a damp hand to unplug the cord to avoid electric shock
- Do not drag the cord, reach to the front plastic end to unplug it.
- Do not squeeze, over bend, pull hard, or twist the cord.
- Keep the cord away from heated surfaces.
- Do not carry this appliance by supply cord or use cord as a handle.
- 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. Return the appliance to a service center for examination and repair.
- To disconnect, turn all controls to the off position, then remove plug from outlet
- The appliance is only to be used with the power supply unit provided with the appliance.
- It must only be supplied at safety extra low voltage corresponding to the marking on the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

## Best Practices for Safe Use



CAUTION

- 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.
- Appliance should only be used by one person, do not use by two or more persons at the same time to avoid damage to the product.
- Do not use the product right after a meal, it may cause discomfort.
- Remove personal accessories from arms and empty pockets while using the massage services.
- Check the upholstery under the cushions and other spots, if any damages are present, do not use it and refer to a qualified service professional for servicing.
- If you feel any abnormal discomfort during the operation of this product, turn off the power immediately and do not use the product.
- Use of the appliance for 20 minutes each time is highly recommended.
- Make sure there are no obstacles behind the chair and there is enough clearance before adjusting the backrest or legrest angle.
- Make sure there is no other excessive load pressed on the backrest or legrest besides the user.
- Make sure there are no children, pets or other objects under the backrest or legrest.
- Please be seated properly while using the product.
- Do not drag or push the chair or roll on its caster on wood floor or carpet to avoid damage



- Do not stand on or stack heavy objects on the footrest.
- Do not fall asleep while the product is operating.
- Avoid using the product under the influence of alcohol.
- Never drop or insert any object into any openings.
- If there is any smoke or unusual smell while using, stop using immediately, and unplug the power cord.



- Do not disassemble this product yourself to avoid failure.
- Do not dismantle, fix or modify the product yourself. Please contact authorized dealer or service agent.

# Fixing Issues

## Trouble Shooting

Problem	Possible Cause
No power.	<ol style="list-style-type: none"> <li>1. Make sure power switch is on, the line icon (–) should be pushed in – Test chair, continue to next step if needed.</li> <li>2. Check each end of the power cord (where the power cord plugs into the chair, and where it plugs into the wall outlet) and make sure each end is securely plugged in– Test chair, continue to next step if needed.</li> <li>3. Test wall outlet with another appliance – Test chair, continue to next step if needed.</li> <li>4. Change fuse near power switch (7 AMP)(Reference page 13) - Test Chair.</li> </ol>
No Display on Remote, but chair does respond to commands/ buttons pressed.	<ol style="list-style-type: none"> <li>1. Turn off power switch, the circle icon (O) should be pushed in.</li> <li>2. Unplug the power cord (for 10 seconds)</li> <li>3. Plug back in the power cord.</li> <li>4. Turn back on power on the switch, the line icon (–) should be pushed in– Test chair remote, continue to next step if needed.</li> <li>5. Check the each end of the wire which connects the remote control to the chair, you will need to open up the remote control (5 screws) to check these connection inside the remote control – Test Chair.</li> </ol>
When reclining, you can hear a squeaking noise.	<ol style="list-style-type: none"> <li>1. Determine which recline function is making the squeaking noise by testing each of the reclining motors (Footrest, Backrest, and Rotate).</li> <li>2. Once you determine which motor/s are making the squeaking noise, lubricate where the motor travels in and out of its housing (underneath the chair) with either WD-40 or 3 in 1 Oil – Test Chair, continue to next step if needed.</li> <li>3. Use either WD-40 or 3 in 1 Oil to lubricate the side bolts on the chair (which connects the backrest to the chair seat frame). These bolts are located in between the chair’s armrest and each side of the backrest – Test Chair.</li> </ol>

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