

INFINITY[®]

MASSAGE CHAIRS



User Manual

SERENZA™ FLEX 4D
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 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 near your chair 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 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

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

Table of Contents

Your Chair

- Chair Features 4
- External Structure 5

Before Getting Started

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

Chair Setup

- Main Power Switch 8
- Adjust Pillow 8
- Manual Intensity Increase 8
- TrueFit® Body Scanning 8
- Getting Out of the Chair 9
- Chair Entry and Exit Hazards 9

Taking Control

- Tablet Layout 10
- Tablet Operation 11
- Tablet Button Switch Functions 12
- Smart Dial + Quick Access Panel 12
- Smart Dial Auto Programs 13
- Auto Programs 14
- Auto Program Descriptions 15
- Shoulder Position Adjustment 17
- Auto Program Controls & In-Use Screen 17
- 4D Intensity 17
- Calf Kneading & Oscillation 17
- Foot Rollers 17

Set Your Environment

- Air Intensity 18
- Heat 18
- Chair Position 19
- Manual Mode 20
- Zero Gravity 22
- Airbags 22
- Media Access 24
- Voice Control 26
- MyMemory® 27
- Foot Rollers 27
- SootheMe® Sounds 27

Settings

- Top Navigation 28
- Bottom Navigation 29
- Extra Functions 29
- Voice Listening 30
- Voice List 30
- Chromotherapy Light 30
- Sleep Mode 30
- Voice Demo 30
- Language 31
- Wireless 31
- Chair Connection 31
- Tablet Volume 31
- Speaker Volume 31
- Body Scan 31
- Screen Brightness Level 32
- Firmware Version 32
- Default Timer 32

Build Your Own

- Manual Mode 33
- Shoulder Position Adjustment 33
- Massage Techniques 33
- Focus Zone 34
- Massage Width 34
- 4D Intensity 34
- Massage Roller Position 34
- Zero Gravity Mode 35
- Air Settings 35

Staying Safe

- Safety Information 37
- Power Safety Warnings 39
- Operating Precautions 39

Fixing Issues

- Troubleshooting 40
- Specifications 40
- Frequently Asked Questions 41
- Warranty 42



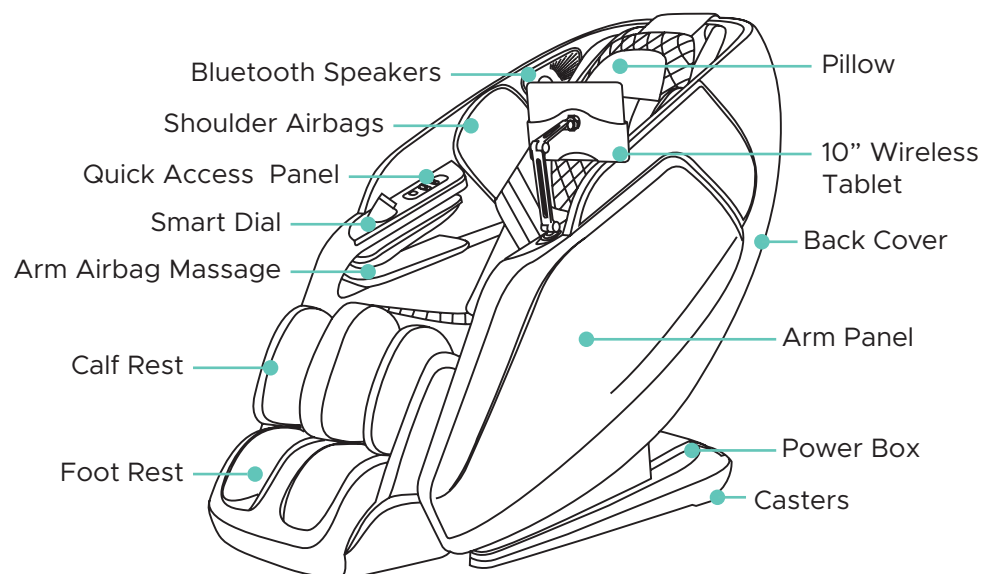
Warning! Read important safety information found on page 37 before using or operating chair.

Your Chair

Chair Features

Flexible Track 	4D Back Massage Mechanism 	Zero Wall Fit® Space-Saving Technology 	TrueFit® Body Scanning 	Wireless 10" Android Tablet 
		Page 6	Page 9	Page 10
Quick Access Control Panel 	24 Auto Programs 	Weightless Zero Gravity Recline 	Manual Mode 	Airbag Compression Therapy 
Page 12	Page 14	Page 19	Page 20	Page 20
Media Access 	Bluetooth Speakers 	Soothing Waist & Foot Heat 	Wireless Charging Pad 	Chromotherapy Light 
Page 24	Page 25	Page 25	Page 25	Page 25
USB-C Charging Port 	Android & iOS Apps 	Intelligent Voice Commands 	Total Sole Reflexology Foot Rollers 	SootheMe® Sounds 
Page 25	Page 25	Page 26	Page 27	Page 27
6 MyMemory® Preset Slots 				
Page 27				

External Structure

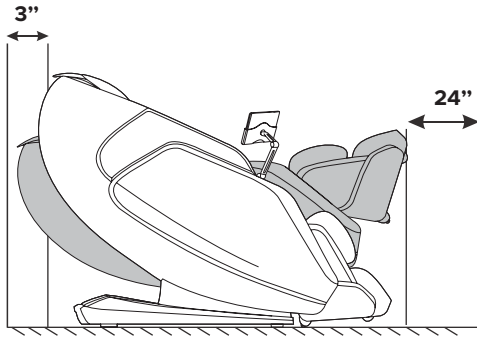


Before Getting Started

Installation Site

Clearance Space for the Chair

- 3" clearance for the recline of the backrest; 24" 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.



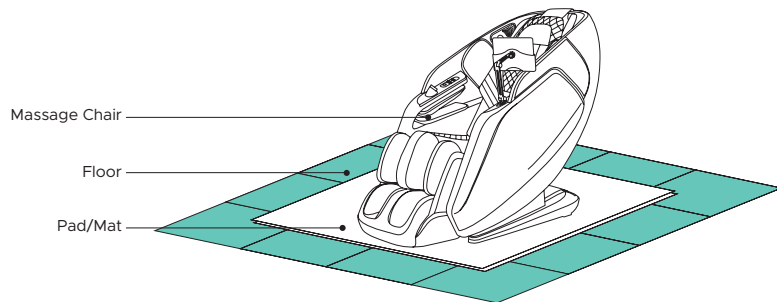
- Keep the distance between the power socket and power switch within 60" to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.



- 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

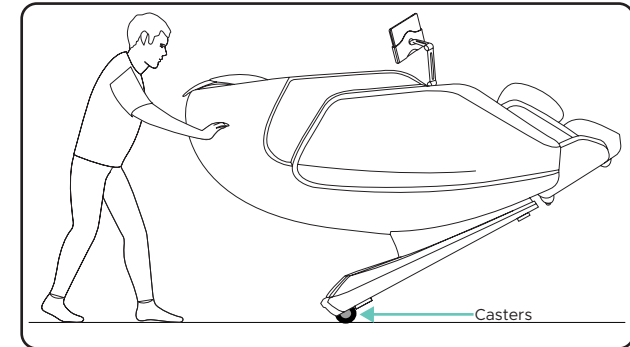
To protect ANY floor type, hard surface or carpeted, from scratches or other markings, place the chair on a pad or mat that extends from under the footrest to the rear of the chair.



- 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 **casters**. 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 120V grounded outlet.



WARNING

Grounding Instructions

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.

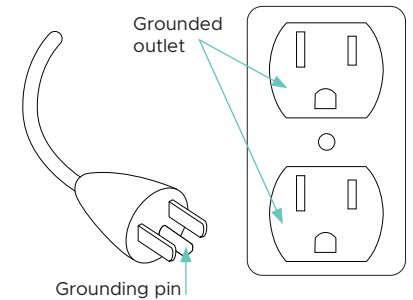
WARNING

– 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.

Grounding

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.

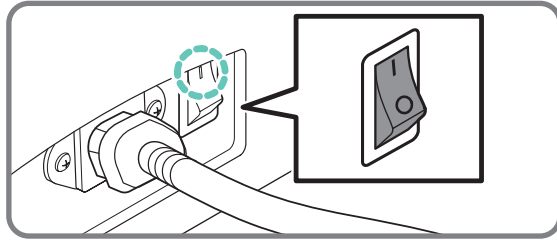


Chair Setup

Getting Comfortable

Main Power Switch

To power up the chair, plug the power cord into a grounded 120V outlet, then connect the other end to the power inlet on the back of the massage chair. Turn on the chair by switching the power button to “(I)” or “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 adjusting the pillow behind your neck and laying back completely against the back pad.

Manual Intensity Increase

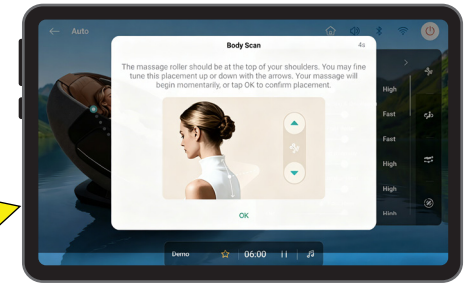
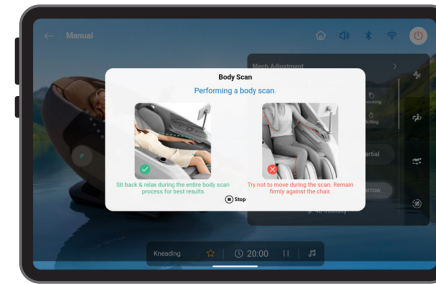
To make the massage more intense, remove the **pillow** cushioning between you and the massage mechanism in the seat back. Remove the pillow by pulling the velcro off and pushing the zipper across the back.

TrueFit® Body Scanning

Select any auto program or manual massage. 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 tablet screen. If fine tuning is needed just after your body scan, wait for the **shoulder position adjustment** to appear and then use the **up and down button arrows** to move the massage rollers up or down for the perfect shoulder kneading position.

TrueFit® Body Scanning



When TrueFit® Body Scan is running, use the mech's up and down arrows to adjust the mechanism to your preferred shoulder height, then press "OK".

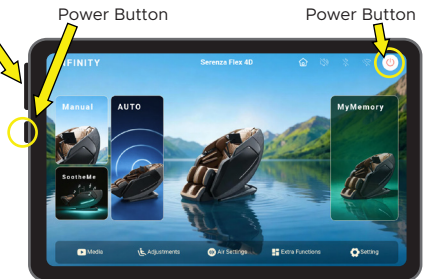
Power Button

Volume Button

Getting Out of The Chair

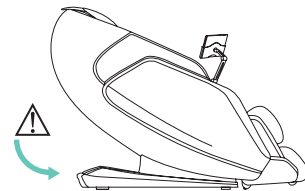
To easily exit the chair at any time, tap the POWER button on the upper right side of the tablet screen. You can also press and hold the power button on the left of the tablet. Lastly, you can press and hold the smart dial to power the chair off.

WARNING! Check to make sure children and pets are clear of chair **before** tapping power button to return chair to upright position.

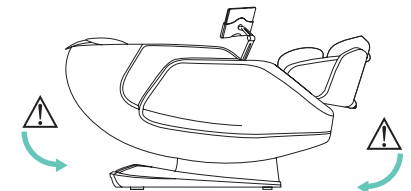


Chair Entry and Exit Hazards

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.

Taking Control

Tablet Layout



Tablet Operation

1. Home Screen – Serves as the main control center for your massage chair. From here, you can access Auto Programs, create a customized massage in Manual Mode, or save and recall your preferred massage settings using MyMemory® preset slots. Use the Quick Access Menu along the bottom of the screen to stream media, adjust chair positioning, customize airbag massage settings, access additional features, and configure system settings.

2. Auto Programs – Tap Auto Programs to access 24 pre-programmed massage sessions designed for relaxation, recovery, stress relief, improved sleep, and more. Select your desired program, and the chair will automatically adjust massage techniques, intensity levels, and roller positioning to deliver a customized, hands-free massage experience.

3. Manual Mode – Tap Manual Mode to create a fully customized massage experience. Choose from a variety of massage techniques, adjust the massage width, target a specific area or region of the body, and fine-tune the 4D intensity to your preference. Manual Mode gives you complete control over your massage, allowing you to focus on the areas that need the most attention.

4. MyMemory® Preset Slots – Tap to save up to six of your favorite massage sessions for quick and convenient access. Whether you prefer a customized Manual Mode massage or a specific Auto Program, your settings can be stored and recalled with a single tap, eliminating the need to reconfigure the chair each time you use it.

5. Media Access – Tap Media to access the chair's built-in entertainment apps while you relax. Browse the web using Google, stream movies and TV shows on Netflix and HBO Max, or enjoy videos, music, and podcasts on YouTube. Media Access allows you to enjoy your favorite content without leaving the comfort of your massage session. *Note: Some subscriptions may be required at an additional cost.*

6. Adjustments – Tap Adjustments to customize the chair's position and comfort settings during any massage session. Independently adjust the backrest recline, footrest angle, and footrest extension to achieve your preferred seating position. You can also activate lumbar and foot heating, adjust foot roller speed, and customize calf kneading intensity. These controls allow you to fine-tune your comfort for a more personalized massage experience.

7. Air Settings – Tap Air Settings to customize the chair's airbag compression massage system. Adjust the airbag intensity and select specific body zones, including the shoulders, arms, seat, calves, or feet, to target the areas that need the most attention. The airbag system uses rhythmic compression and release motions to help reduce muscle tension, promote relaxation, and enhance overall massage comfort.

8. Extra Functions – Tap Extra Functions to access additional chair features and convenience settings. From this menu, you can enable or disable Intelligent Voice Control, view available voice commands, control the chair's LED lighting, activate Sleep Mode, and access other system functions designed to enhance your massage experience.

Taking Control

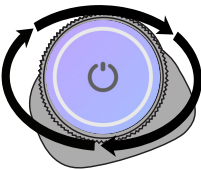
Tablet Switch Functions

Located on the top left of the touch screen tablet are two physical buttons for quick access. The upper button adjusts speaker volume, while the lower button powers the chair on or off. Their convenient placement allows easy access during use.



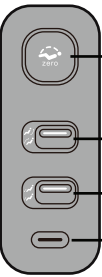
Smart Dial + Quick Access Panel

The Quick Access Panel and Smart Dial provide quick access to Auto Programs, power controls, Zero Gravity, chair adjustments, and USB-C charging without using the touch screen tablet.



Press Smart Dial - Press and hold to turn the massage chair on or off.

Rotate Smart Dial - Interested in an auto program? Simply rotate this dial clockwise or counter-clockwise to choose an auto program which appears on this smart dial screen.



- Zero Gravity** – Elevates your feet above your heart to promote circulation and reduce pressure on the spine. Press once to recline, again for Zero Gravity 1, and again for Zero Gravity 2.
- Backrest Incline/Recline** - Adjust the backrest position by pressing upward to sit more upright or downward to recline and relax.
- Footrest Up/Down** - Raise or lower the footrest to adjust leg support and comfort.
- USB-C Charging Port** - Plug in your favorite device and let the massage chair charge it up while you relax.

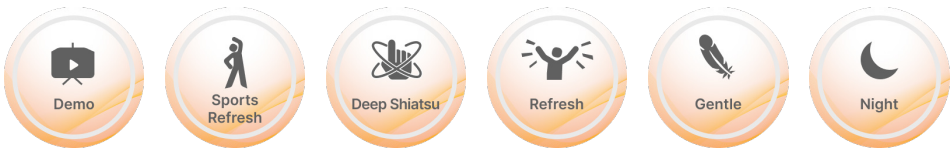


Smart Dial: Auto Programs

Rotate the Smart Dial to browse the 24 Auto Programs. Each program appears on the display as you turn, making it easy to find and start your desired massage. See page 15 for program descriptions.

Full Body

Experience complete head to toe relaxation with programs designed to reduce tension, improve circulation, and leave you feeling refreshed and renewed.



Therapy

Restore balance with wellness-focused programs designed to relieve tension, improve flexibility, and promote relaxation.



Recovery

Rejuvenate tired muscles with programs designed to reduce stress, relieve soreness, and support recovery and renewal.



Focused

Target specific areas of the body with programs designed to provide concentrated relief where you need it most, helping reduce tension and improve comfort.



Set Your Environment

Auto Programs

From the home screen, tap the **AUTO** button to enter Auto Program Menu. Choose from **4 categories with 6 auto programs per category, a total of 24 auto programs**. To enter the program you desire tap the screen. Selected program will show on the In-use screen.



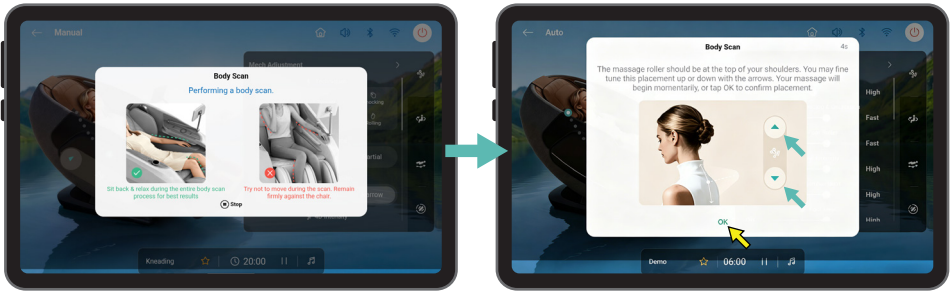
Auto Program Descriptions

Program	Description
Demo	Reduce built up tension carried in the body or unwinding after a stressful day with this quick massage.
Sports Refresh	The best choice to reinvigorate stiff muscles and boost energy levels after physical activity.
Deep Shiatsu	Delivers firm, targeted pressure that reaches deep muscle layers to release tension throughout the body.
Refresh	A revitalizing massage, great for preparing you for the day ahead.
Gentle	Offer a light kneading motion on the back, waist and hips.
Night	A program suited for those who wish to fall into a deep sleep.
Stretch	Inspired by traditional Thai massage techniques, help re-adjust the skeletal structure & increase flexibility.
Peaceful Mind	A unique combination of varying intensities brings the mind into a peaceful state.
Yoga	Full body kneading relieves built up stress, reduces fatigue, and improves metabolism.
Meditation	This rhythmic massage eases tired muscles and refreshes your spirit.
Spa	Performs a strong massage with deep, penetrating massage techniques to recuperate the body.
Chinese	Integrating Traditional Chinese Medicine acupoint massage, it soothes stress and alleviates fatigue.

Set Your Environment

Auto Program Descriptions

Program	Description
Ease	Designed to clear the mind and increase blood circulation.
Lower Back	Helps to relax, recover, and revitalize the muscles along your spine.
Stress Relief	Improve range of motion in the shoulders, and reduce upper back tension.
Muscle Relief	Massage that is ideal for those who suffer from muscle cramps by doing sports activities.
Renew	A gentle program designed to relax muscles, restore energy, and rejuvenate.
Rest & Sleep	Helps you unwind from a long day, and prepares you for a restful sleep.
Neck & Shoulder	Relieves soreness and stiffness in neck & shoulder muscles for the 'head-down group'.
Waist & Back	Relieves soreness and stiffness in lower back & waist muscles for the 'sedentary group'.
Glutes	Focused specifically on the glutes. Help relieve built up tension.
Spine	Helps to relax, recover, and revitalize the muscles along your spine.
Legs	Designed to stimulate the legs, revitalizing muscle groups in this region.
Feet	Designed to target the feet and provides soothing relief to these regions.

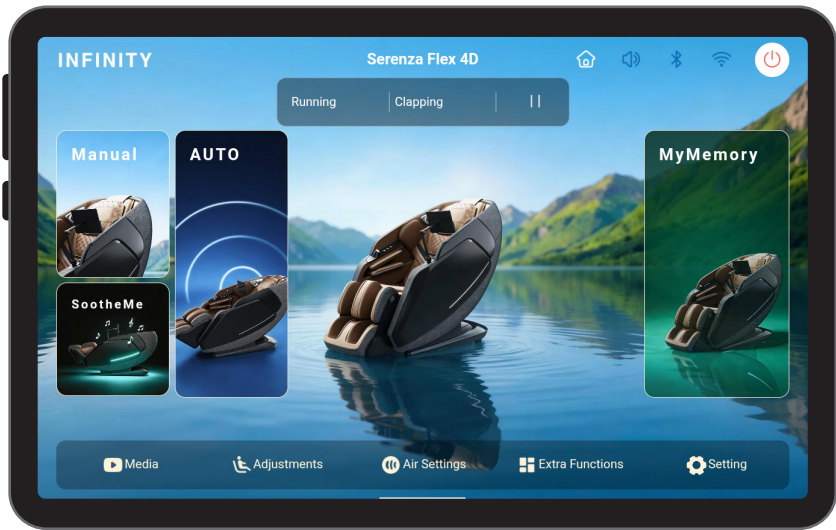


Shoulder Position Adjustment

Select any **auto program** or **manual massage**. 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.

If fine tuning is needed just after your body scan, wait for the **shoulder position adjustment** to appear and then use the **up and down button arrows** to move the massage rollers up or down for the perfect shoulder kneading position.

In-Use Screen When a massage program begins, the In Use screen appears. This screen displays the active program name, current massage technique, and a pause button. Use the bottom navigation to access Media (Google, YouTube, Netflix, and HBO Max), adjust your chair position, customize airbag intensity settings, check WiFi and Bluetooth in Extra Functions.



Set your Environment

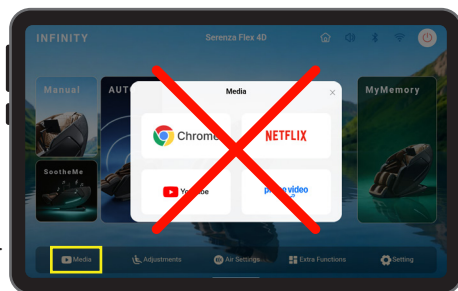
Media Access

10" Wireless Android® Touch Screen Tablet

The wireless Android tablet transforms the Serenza Flex 4D into a complete relaxation and entertainment center. Browse the web, stream movies, watch videos, or enjoy online content while relaxing in your massage chair. The tablet also functions independently as a standalone entertainment device. **Note: Netflix and HBO Max require a subscription to access content.**

Media Access Instructions

1. Make certain your WiFi is connected.
2. For **Google** and **YouTube**, tap each to open a browser. To get back to the chair, swipe up from the bottom, tap the square, swipe to find the Serenza App and tap it to restore. For **Netflix** and **HBO/Max**, tap to open the browser. Either Login or Sign-up for service.
3. Follow the online instructions to download the app onto the tablet. Sign in to the App. Next time you select Netflix or HBO/Max from the Serenza Chair app, the corresponding App will open automatically. For Picture-in-Picture (PIP) swipe up from the bottom while in the App. Tap the circle. To return to the chair App, swipe up from the bottom, tap the square, swipe to find the Serenza app and tap it.



Google

Google Search provides quick access to information across the internet. Users can search for websites, check current news, find answers to questions, explore topics of interest, and access online content while enjoying a massage session.

Netflix

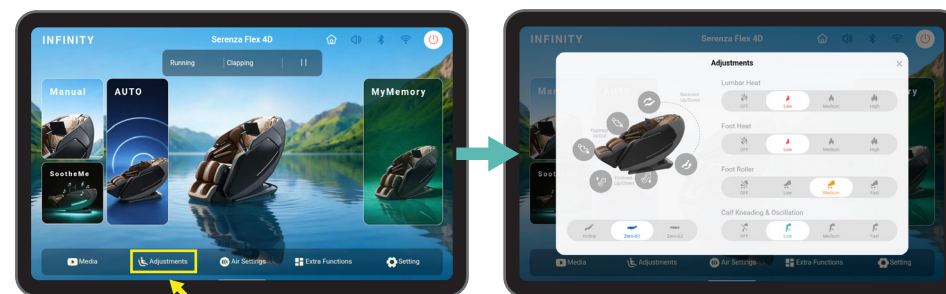
Netflix provides access to a wide variety of movies, TV shows, documentaries, and original content. Users can sign in to their Netflix account and enjoy their favorite entertainment while relaxing during a massage session.

YouTube

YouTube provides access to videos from creators around the world, including music, podcasts, educational content, news, and entertainment. Users can search for videos, subscribe to channels, and stream content during their massage session.

HBO/Max

HBO Max provides access to blockbuster movies, acclaimed TV series, Max Originals, and content from HBO, DC, Discovery, and more. Users can sign in to their HBO Max account to stream their favorite programs and enjoy entertainment while receiving a massage.



Adjustments

Tap the Adjustments button on the bottom navigation bar to adjust settings to create the perfect massage session for you.

Backrest Up/Down

Adjusts the angle of the backrest to achieve a more upright or reclined seating position. Use this control to find the most comfortable posture for relaxation, reading, or massage therapy.

Footrest Up/Down

Raises or lowers the footrest to provide optimal leg support. Adjusting the footrest height helps improve comfort and maintain proper body alignment during a massage session.

Footrest In/Out

Extends or retracts the footrest length to accommodate users of different heights. This adjustment ensures proper support for the calves and feet, improving overall comfort and massage effectiveness.

Lumbar Heat

Use the Lumbar Heat control to adjust the warmth provided to the lower back area. Select **Off**, **Low**, **Medium**, or **High** to customize the heat level to your preference. Gentle heat helps soothe tired muscles, promote relaxation, and enhance the overall massage experience.

Foot Heat

Use the Foot Heat control to adjust the warmth provided to the feet during your massage session. Select **Off**, **Low**, **Medium**, or **High** to customize the heat level to your preference. Soothing heat helps relax tired feet, improve comfort, and enhance the overall massage experience.

Foot Rollers

Use the Foot Roller control to adjust the speed of the reflexology rollers located beneath your feet. Select **Off**, **Slow**, **Medium**, or **Fast** to customize the intensity of the rolling massage. Higher speeds provide a more invigorating foot massage, while lower speeds offer a gentler, more relaxing experience.

Set your Environment

Calf Kneading & Oscillation

Use this setting to adjust the speed of the calf kneading and oscillation massage. Select **Off**, **Low**, **Medium**, or **Fast** to customize the intensity of the rhythmic kneading motion applied to the calf muscles.

Weightless Zero Gravity Recline

Zero Gravity recline elevates your legs to approximately heart level, helping distribute your body weight more evenly to reduce pressure on the spine and joints. This position enhances comfort, encourages deeper relaxation, and allows the massage rollers to maintain more consistent contact for a more effective massage experience.

Incline

Tap Incline to position the chair in a comfortable reclined posture without entering Zero Gravity mode. This position provides enhanced relaxation while maintaining a more traditional seating angle.

Zero-G1

Tap Zero-G1 to recline the chair into the first Zero Gravity position. This posture elevates the legs above the heart to help reduce pressure on the spine, improve comfort, and promote a deeper massage experience.

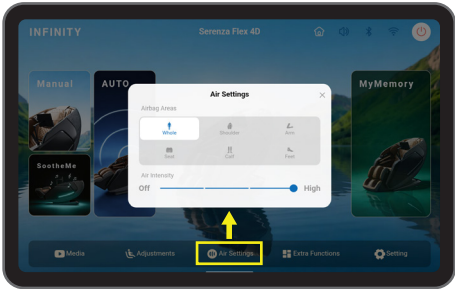
Zero-G2

Tap Zero-G2 to recline the chair into the deepest Zero Gravity position. This advanced recline further distributes body weight, minimizes spinal compression, and creates a sensation of weightlessness for maximum relaxation and massage effectiveness.

Air Settings

Whole

Activates air compression massage across all available airbag zones simultaneously. This setting provides a full-body air massage experience by applying coordinated pressure to multiple areas of the body for overall relaxation and comfort.



Shoulder

Targets the shoulder airbags to gently compress and release the shoulder area. This setting helps relieve tension, reduce stiffness, and promote relaxation in the upper body.

Arm

Activates the airbags surrounding the arms to provide a gentle squeezing massage. The rhythmic compression helps improve comfort and can help reduce fatigue in the arms and hands.

Seat

Targets the airbags located in the seat cushion area. This setting applies gentle pressure around the hips and upper thighs to enhance comfort and improve the overall massage experience.

Calf

Activates the calf airbags to provide a compression massage to the lower legs. The alternating pressure helps relax tired muscles, reduce leg fatigue, and promote a soothing massage sensation.

Feet

Targets the foot airbags to gently compress the feet during the massage session. This setting helps relieve tension, improve comfort, and enhance relaxation after long periods of standing or walking.

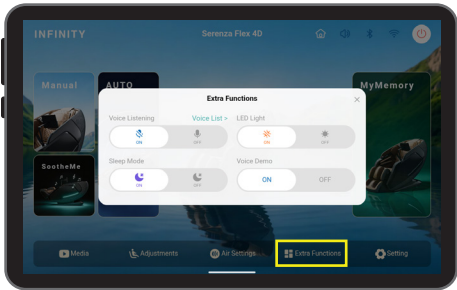
Air Intensity

Use the Air Intensity control to adjust the strength of the chair's airbag compression massage. Select **Off**, **Low**, **Medium**, or **High** to customize the level of compression applied to the shoulders, arms, seat, calves, and feet. Higher settings provide a firmer compression massage, while lower settings offer a gentler, more relaxing experience.

Extra Functions

Voice Listening

You can turn on intelligent voice command + control by heading to the **Extra Functions** screen and tapping the **Voice Listening** button. Tap **Voice List** to see all current chair commands.



Set your Environment

Chromotherapy Light

Tap to turn on Chromotherapy (LED Light) on or off. When on, your chair will illuminate a specific color on the sides of the arm panels.

Sleep Mode

Tap to turn ON/OFF Sleep Mode. When ON, your massage session ends and the chair remains in the reclined position that you set it to, when OFF the chair will reset upright.

Voice Demo

When selected, a narrated audio track describes the benefit of massage and actions of the massage chair. *Note: voice demo only works with the demo auto program.*

Setting

Language

Choose English or Chinese as your preferred language. You can change this setting at any time.

Body Scan

When Body Scan is ON, your massage chair will activate TrueFit® Body Scanning. When OFF the massage chair will skip TrueFit® Body Scanning and start your massage session right away.

WiFi

Tap the slider to turn on WiFi. Tap the selection box to choose your WiFi's name, enter the password, and connect. Turn the WiFi OFF if you no longer need to use the internet. **Note: if the WiFi is shut off, you will not be able to connect to any of the media access options such as Google, Netflix, YouTube, or HBO Max.**

Chair Connection

Tap the slider to turn on the Bluetooth connection. Tap the selection box to pair your massage chair to your smart device. Tap the Chair Connection slider once again to turn off the Bluetooth connection.

Tablet Volume

Control the amount of volume released from your tablet, tap and slide left to lower and tap and slide right to turn higher. Slide all the way left to mute the sound.

Speaker Volume

Control the amount of volume released from your Harman/Kardon® Premium Speakers, tap and slide left to lower and tap and slide right to turn higher. Alternatively, press the top button or the bottom button on the left side of the tablet to turn your speakers up or down.

Screen Brightness Level

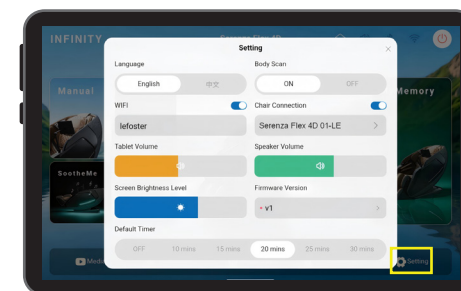
Control the amount of light emitted illuminating the tablet. Tap and slide left to turn down the brightness intensity or tap and slide right to increase the brightness intensity.

Firmware Version

Tap the selection box to view which firmware version you are on.

Default Timer

Tap one of the timer numbers and set your massage session length.



Set your **Environment**

Set your Environment

USB-C Charging Port

A convenient USB-C charging port is located on the right-side arm panel, directly beneath the Quick Access controls. This port allows users to charge compatible smartphones, tablets, earbuds, and other USB-C devices while enjoying a massage. Its easily accessible location ensures your devices remain powered and within reach without interrupting your relaxation experience.

Wireless Charging Pad

A built-in wireless charging pad is conveniently located on the left-side arm panel near the tablet holder. Simply place a compatible Qi-enabled smartphone on the charging surface to begin charging without the need for cables. This convenient feature keeps your device powered and easily accessible while you relax, stream media, or enjoy a massage session.

Harman/Kardon® Premium Bluetooth® Speakers

The integrated Harman/Kardon® Premium Bluetooth Speakers allow users to wirelessly stream audio directly from a compatible smartphone, tablet, or other Bluetooth-enabled device. Whether listening to music, podcasts, audiobooks, or guided meditation sessions, the premium speakers deliver rich, immersive sound without the need for external audio equipment. Conveniently positioned within the chair, they enhance the overall relaxation experience while keeping your favorite entertainment close at hand.

Android® & iOS Mobile App

The mobile app for Android and iOS devices allows users to control chair functions directly from a smartphone or tablet. Users can start massage programs, adjust chair positions, customize massage settings, and save favorite configurations with ease.



Chromotherapy Light

The integrated chromotherapy light system enhances the massage experience through the use of soothing colored illumination. The blue light setting creates a calm and relaxing atmosphere that can help promote a sense of tranquility, reduce stress, and encourage mental relaxation during a massage session.

Soothing Lumbar & Foot Heat

The lumbar and foot heat function delivers gentle warmth to the lower back and feet to help enhance comfort during a massage session. The soothing heat helps relax muscles, ease tension, and promote a more calming and restorative massage experience.

Intelligent Voice Command + Control

Your chair comes with built-in intelligent voice command + control. This feature allows you to control your chair and massage experience completely hands-free by using one of the many voice commands.

Turn On Listening

To turn on the intelligent voice control function, tap **Extra Functions** from Home display, then toggle **Voice Listening** to **On**. Tap screen to select setting.

Turn Off Listening

You can turn off intelligent voice control listening by using the tablet. Tap **Extra Functions** from Home display, then toggle **Voice Listening** to **Off**. Tap screen to select setting. Intelligent voice control will now no longer activate until turned back on.

Activating Voice Control

To activate, simply say *'Hi Infinity'* or *'Hey Infinity'*. You may now give your chair any of the commands to the right **within 5 seconds**. Make sure to speak clearly and slowly. After 5 seconds the Intelligent Voice Command function will go to sleep automatically and must be awakened again.

Voice Command List

In addition to the list to the right, you can always find the complete list of voice commands by using your tablet. To access the voice command list, tap **Extra Functions** from Home display, then tap **Voice List**. There will be more commands in the voice list than listed here.

Say Phrase
'Hi Infinity' or *'Hey Infinity'*

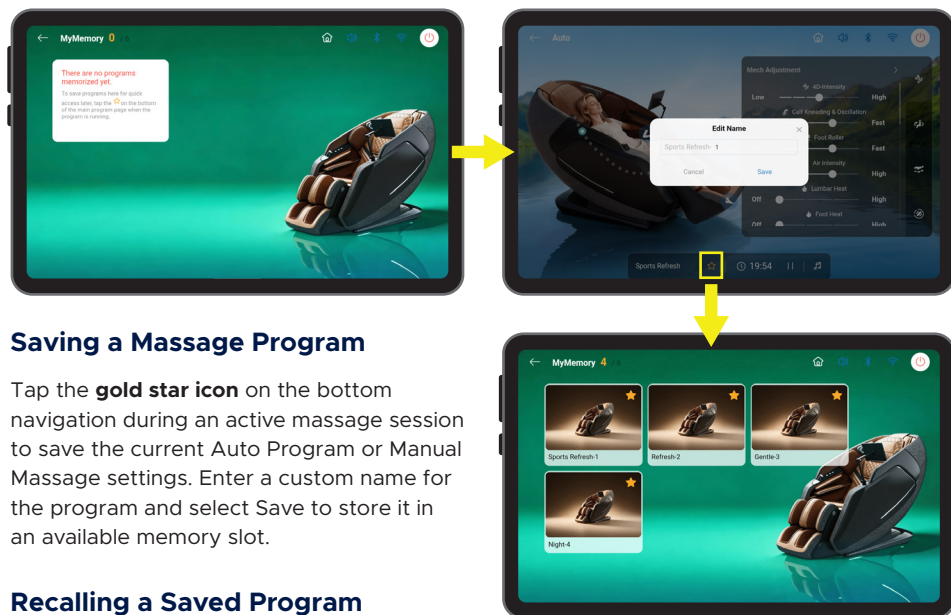
Then speak one of the following
Commands

Power Off
Start Foot Rollers
Foot Rollers Off
Start Heat
Heat Off
Zero Gravity
Demo Massage
Sports Refresh Massage
Deep Shiatsu Massage
Refresh Massage
Gentle Massage
Night Massage
Stretch Massage
Peaceful Mind Massage
Yoga Massage
Meditation Massage
Spa Massage
Chinese Massage
Ease Massage
Lower Back Massage
... and more!

Set Your Environment

MyMemory® Programs

MyMemory® allows you to save and quickly recall your favorite massage experiences. Whether using an Auto Program or a customized Manual Massage session, your preferred settings can be stored in one of six available memory slots for future use.



Saving a Massage Program

Tap the **gold star icon** on the bottom navigation during an active massage session to save the current Auto Program or Manual Massage settings. Enter a custom name for the program and select Save to store it in an available memory slot.

Recalling a Saved Program

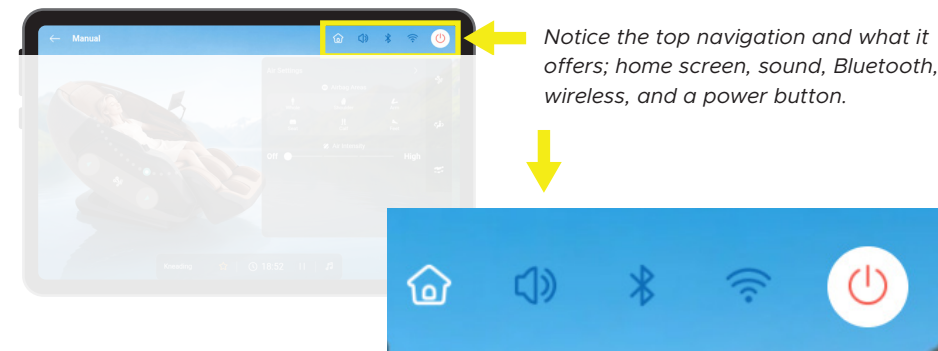
Open the MyMemory® menu and select any saved program to instantly restore its stored settings. This allows you to quickly enjoy your favorite massage experience without manually adjusting settings each time.

Total Sole Reflexology Foot Rollers

Three reflexology rollers beneath each foot work with the foot airbags to stimulate pressure points, helping reduce tension and foot fatigue for a soothing massage experience. This function can be adjusted during Auto Programs or Manual Massage sessions with settings from **Off, Gentle, Moderate, or Fast.**

SootheMe® Sounds

SootheMe® Sounds provides a collection of ten immersive nature and ambient soundscapes designed to enhance relaxation during your massage session. Choose from **White Noise, Ocean Surf, Crickets, Rain, Nature, Airplane, Car Ride, Fireplace, Thunderstorm, or Windy Night** to create a calming environment tailored to your mood.



Top Navigation

The Top Navigation bar provides quick access to essential tablet and chair functions from anywhere within the system. Use these controls to return to the Home screen, manage audio settings, connect Bluetooth devices, view wireless network status, and power the system on or off. Designed for convenience, these shortcuts ensure important controls are always within easy reach.

Home Screen

Returns the tablet to the Home screen, providing quick access to the chair's primary features, including Auto Programs, Manual Massage, SootheMe® Sounds, and MyMemory®.

Sound

Turns the tablet and chair audio on or off. This control allows users to quickly mute or restore sound from media playback, voice prompts, and other audio features.

Bluetooth®

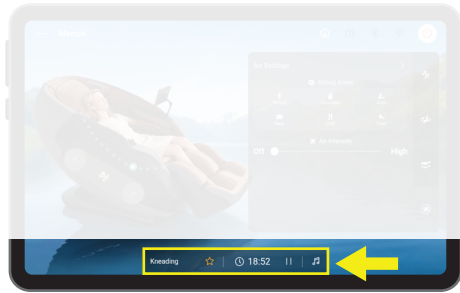
Enables or disables Bluetooth connectivity for wireless pairing with compatible smartphones, tablets, and other Bluetooth-enabled devices. When connected, users can stream audio through the chair's integrated speakers.

Wireless

Indicates the tablet's wireless network connection status. A wireless connection is required for internet access, media streaming services, software updates, and other online features.

Power Button

Turns the tablet and chair system on or off. Use this button when starting or ending a massage session, or when powering down the system after use.



The bottom navigation has plenty of settings to configure.

Bottom Navigation

The Bottom Navigation bar provides quick access to information and controls during an active massage session. From left to right, it displays the current massage program, a MyMemory® save button for storing favorite sessions, the remaining massage time, pause/resume controls, and audio settings. These convenient shortcuts allow you to monitor and adjust key functions without leaving the massage screen.

Running Program

Displays the name of the currently active Auto Program or Manual Massage session, allowing you to quickly identify the massage experience in progress.

MyMemory®

Tap the star icon to save the current massage settings to one of six MyMemory® slots. Saved programs can be recalled at any time for quick and convenient access.

Massage Time Remaining

Displays the remaining time left in the current massage session, allowing you to easily monitor session duration.

Pause

Temporarily pauses the current massage session while maintaining the chair's position and settings. Tap again to resume the massage.

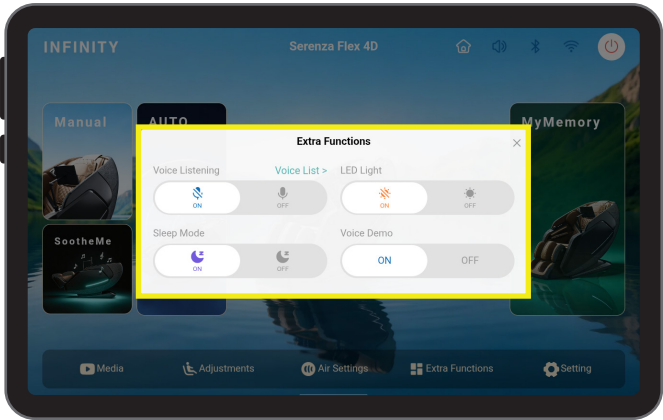
Music

Provides quick access to the chair's built in SootheMe® nature sounds. Use this control to play calming audio through the integrated speakers and enhance your relaxation experience.

Extra Functions

The Extra Functions menu provides convenient access to additional comfort and system features that enhance your overall massage experience. From this menu, you can enable voice controls, manage voice guidance, activate chromotherapy lighting, and configure other convenience settings to personalize the chair to your preferences.

Settings



Voice Listening

Voice Listening enables the chair's voice recognition system, allowing supported voice commands to control chair functions without using the touchscreen tablet. When enabled, the chair listens for activation phrases and voice commands.

Voice List

The Voice List displays the available voice commands recognized by the chair. Use this menu as a reference to learn supported phrases for controlling massage programs, chair adjustments, and other functions.

Chromotherapy Light

Activates the integrated chromotherapy lighting system to create a calming and relaxing atmosphere during your massage. The soft ambient lighting is designed to enhance comfort and promote relaxation.

Sleep Mode

Sleep Mode allows the chair to remain in its reclined position after the massage timer expires. Designed for enhanced comfort, this feature lets users continue resting or sleeping without interruption when the massage session ends.

Voice Demo

Voice Demo plays examples of the chair's voice command functionality and voice prompts. This feature helps users become familiar with available voice controls and system responses before using voice commands.



Language

Select the system language used throughout the tablet interface. Available language options include English and Chinese.

Body Scan

Enables or disables the chair's body scanning technology. When enabled, the chair performs a body scan before each massage session to detect your shoulder position and body shape for a more personalized massage experience. When Body Scan is disabled, you will go right to your massage session.

Wireless

Connects the tablet to a wireless network for internet access, media streaming, software updates, and other online features.

Chair Connection

Displays the chair's Bluetooth connection status and allows the wireless tablet to pair with the massage chair. Once connected, users can control chair functions and massage settings directly from the tablet or Infinity mobile app.

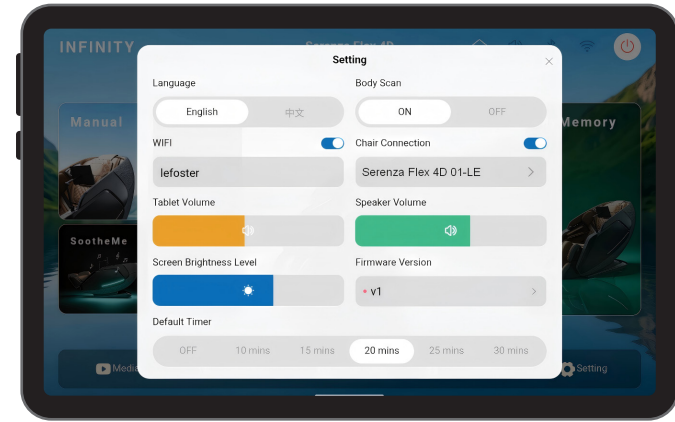
Tablet Volume

Adjusts the volume level of audio played directly through the tablet, including media, system sounds, and voice prompts.

Speaker Volume

Adjusts the volume level of audio played through the chair's integrated speakers. This setting affects music, media playback, and other audio features routed through the chair.

Settings



Screen Brightness Level

Adjusts the brightness of the tablet display to improve visibility and viewing comfort in different lighting environments.

Firmware Version

Displays the current software version installed on the tablet system. Firmware information may be referenced when performing updates or troubleshooting.

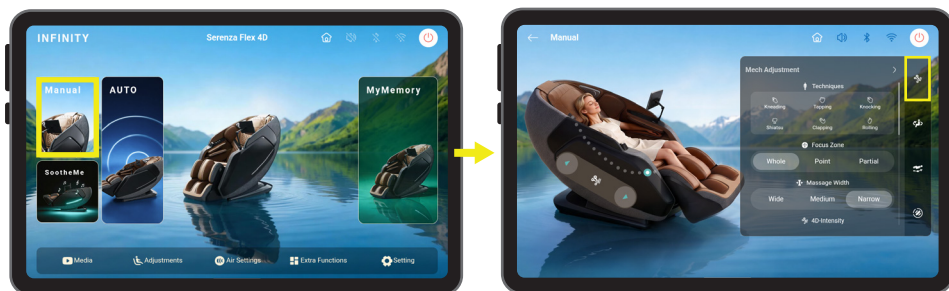
Default Timer

Sets the default duration for massage sessions. Select from **Off, 10, 15, 20, 25, or 30** minutes to determine the length of future massage programs and manual massage sessions.

Build Your Own

Manual Mode

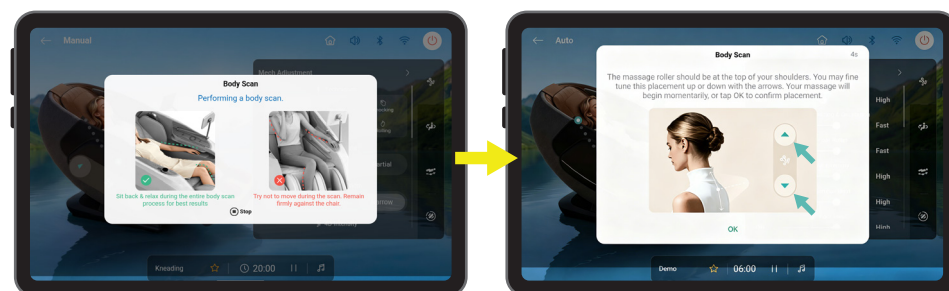
Have a particular spot that needs more work? Take the power of massage into your own hands with **Manual Mode**. Tap **Manual** on the home display to enter the Manual display screen. Use this screen to fully customize your own massage and find the perfect treatment for you. For example: *Choose the type of technique you would like to start with.*



Tap the Manual panel and then head to the next screen to customize your massage session.

Shoulder Position Adjustment

After a technique is selected, you will be taken to the Body Scanning screen. Here you can use the arrows to adjust the back mechanism up and down to match your specific shoulder height. After the countdown timer has elapsed, your massage will start.



Technique

Kneading - Gently lifts and rolls the muscles in smooth, circular motions to melt away tension and comfort the back. This technique promotes better circulation and delivers a soothing, hands-on therapeutic feel.

Tapping - Uses light, rapid tapping motions to gently stimulate the muscles. This technique helps refresh and energize the body while easing surface tension.

Knocking - Applies rhythmic tapping motions along the back to help loosen tight muscles. This technique stimulates circulation and relieves deep-seated tension for an invigorating massage experience.

Build Your Own

Shiatsu - Applies deep, finger-like pressure along key points of the back, mimicking the traditional Japanese massage technique. It helps release tension, improve circulation, and restore balance for a deeply relaxing and therapeutic experience.

Clapping - Delivers rhythmic, percussive taps to the muscles, stimulating circulation, relieving tension, and energizing the body for a refreshing, revitalizing massage experience.

Rolling - Glides up and down the back, gently stretching muscles, easing tension, and promoting relaxation while improving circulation for a soothing, full-back massage experience.

Focus Zone

Controls the range of motion of the back mechanism, **Whole** travels the entire length of the track, **Partial** travels a short distance and reverses direction for focused relief, **Point** stops on the track for targeted relief.

Massage Width

Increase or decrease width of back mechanism. Choose from: **Narrow**, **Medium**, or **Wide**.

4D Intensity

Use this control to increase or decrease the maximum intensity of the 4D back mechanism that works the back and shoulder regions. **Low**, **Medium**, and **High**

Backrest Up/Down

Adjusts the angle of the backrest to achieve a more upright or reclined seating position. Use this control to find the most comfortable posture for relaxation, reading, or massage therapy.

Footrest Up/Down

Raises or lowers the footrest to provide optimal leg support. Adjusting the footrest height helps improve comfort and maintain proper body alignment during a massage session.

Footrest In/Out

Extends or retracts the footrest length to accommodate users of different heights. This adjustment ensures proper support for the calves and feet, improving overall comfort and massage effectiveness.

Massage Roller Position Up Arrow

Moves the massage rollers upward along the back track to focus the massage on the upper back, shoulders, and neck area. This adjustment is useful for targeting tension in higher regions of the body.



Build Your Own

Massage Roller Position Down Arrow

Moves the massage rollers downward along the back track to concentrate the massage on the mid-back, lumbar region, and lower back. Use this setting to target areas requiring additional relief or support.



Zero Gravity Mode

Zero Gravity positions are inspired by the neutral body posture used by astronauts during launch. By evenly distributing body weight and reducing stress on the spine, these positions can improve comfort, promote circulation, and allow the massage rollers and airbags to maintain more consistent contact with the body.

Incline

Places the chair in a comfortable reclined position that elevates the legs while supporting the back and neck. This position helps reduce pressure on the spine and promotes relaxation, making it ideal for everyday massage sessions.

Zero-G1

Activates the first Zero Gravity position, designed to distribute body weight more evenly across the chair. By raising the legs closer to heart level, this position helps reduce spinal compression and enhances the effectiveness of the massage.

Zero-G2

Activates the deepest Zero Gravity position available on the chair. This advanced reclined posture further elevates the legs and minimizes pressure on the joints and spine, creating a sensation of weightlessness for maximum relaxation and massage intensity.

Air Settings

Whole

Activates air compression massage across all available airbag zones simultaneously. This setting provides a full-body air massage experience by applying coordinated pressure to multiple areas of the body for overall relaxation and comfort.



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. **SAVE THESE INSTRUCTIONS.**

Household use only

⚠ 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 such as jewelry from arms and empty pockets, and remove loose clothing 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

Troubleshooting

No.	Symptoms	Possible Causes	Possible Solution
1	Noise is heard while in use	Friction between the rollers and faux leather cover	No need to take any measures
2	Massage Chair does not start	Power cord not plugged in, not switched on, the fuse might be blown	Remove and re-insert the power cord, turn on the switch, replace fuse
3	No music from the speaker	Volume turned to lowest setting	Adjust the device volume then make sure Bluetooth and speaker are both on
4	Backrest or footrest cannot incline/recline	Excessive load on backrest and/or footrest	Reduce the load and try again
5	Airbag malfunction	Air hose is blocked	Straighten the air hose and clear 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 you cooperation

Specifications

Model	Serenza Flex 4D
Dimension of Main Body (in)	63" x 30.5" x 48" (LxWxH)
Necessary Clearance to Wall (in)	5"
Net Weight (lbs)	203
Shipping Weight (lbs)	247
Max. User Weight (lbs)	300
Voltage	120V~
Rated Current	2A
Power Consumption	200W

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. Use Pillow to reduce upper body intensity.
2. From the in-use screen, tap **4D Intensity** and lower it all the way to the bottom.
3. From the home screen tap **Air Settings** to adjust air massage region.
 - If a specific airbag is too intense, turn off full body and turn on only the airbags you want.
4. Adjust the recline on the tablet and quick access panel. More upright will be less intense. Weightless Zero Gravity Recline will be more intense.
5. If after adjustments and attempt to acclimate, you still experience discomfort, discontinue use and consult a physician.

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

A: Turn off **Total Sole Reflexology Foot Rollers** and **Foot Air Settings** in Auto Programs or Manual Mode.

Q: My chair is not performing as expected. What should I do?

A: Your Infinity message 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 Massage Chair.

For more information and access to further questions, and resources, visit our website at 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[®]

72 Stard Road, Seabrook, NH 03874
603-910-5000
www.infinitymassagechairs.com

Version 1.0

