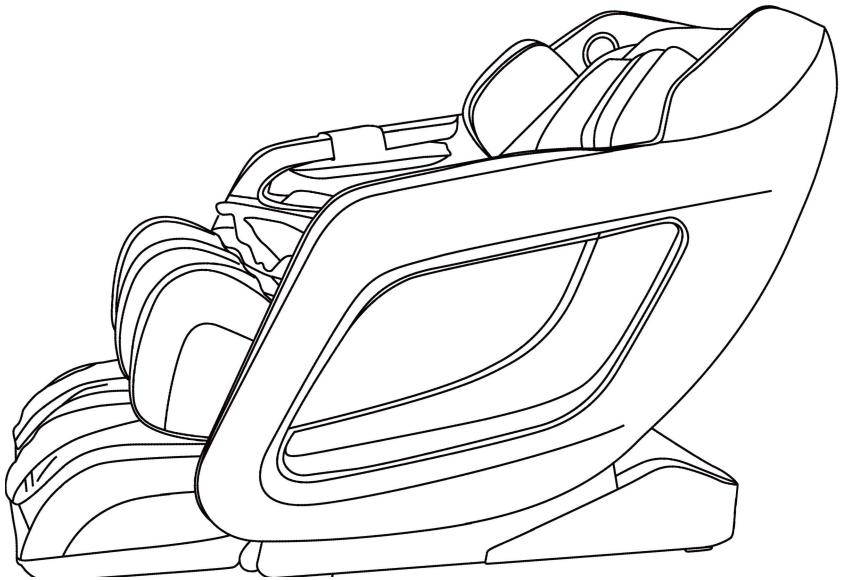
Please contact Factory Direct Wholesale, LLC directly for any
Issues or concerns. Keep this manual in a safe place for future use.
Phone: 877-313-0301
Email: COSTCO.CUSTOMER.SERVICE@FDWLLC.COM

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Best Massage
Utopia Plus 3D Massage Chair

Model #: BM-EC3328
Operation Instructions



Thank you for purchasing the Best Massage Utopia Plus 3D massage chair. Please read and follow all safety and operating instructions listed in this user manual prior to use. Basic precautions should always be used when operating an electrical appliance.

Note:
We reserve the right to modify to this owner's manual, including without limitation specifications and product descriptions, at any time without notice. This owner's manual supersedes and replaces all information supplied prior to the publication hereof.

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Safety Precaution

IMPORTANT SAFETY INSTRUCTIONS

Please read and follow the instructions given below. Failure to comply may result in the risk of burns, fire, electric shock, or injury to persons. Please use a compatible electric outlet to power your massage chair.

WARNING:

1.Any individual who is pregnant, using a pacemaker, suffers from diabetes, phlebitis, and/or thrombosis or is at an increased risk of developing blood clots due to recent surgery should consult to your physician before using a massaging device or appliance designed for home use.
2.The massage experience should be pleasant and comfortable. Discontinue use and consult with your physician if you fill pain or discomfort.
3.Do not use while sleeping or if you feel drowsy.
4.Do not use the massage chair if your skin is with swollen or inflamed, or if skin eruptions or open wounds are present.
5.This unit has the heating pad under the surface. Those who are not sensitive to heat must be careful when operating.

SAFETY INSTRUCTIONS

1.Always unplug this massage chair from the electrical outlet after use, before cleaning, before installing or removing parts.
2.Do not cover massage chair with blankets or other items. Excessive heating can occur and cause fire, electric shock, or injury to persons.
3.Close supervision is necessary when the massage chair is used by or near children, disabled persons, or pets. The product is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction on using the massage chair by a care giver.
4.Use this massage chair only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
5.Please do not use replacement parts from an unauthorized dealer or service provider.
6.Never operate this massage chair if it has a damaged cord or plug, if it is not working properly, if it has been damaged, or has come in contact with water.
Return the appliance to the manufacturer for examination and repair.
7.Do not unplug the massage chair by pulling on the power cord. To disconnect, turn power switch to off position, then remove plug from the outlet. Please do not use wet hands to unplug.
8.Keep the cord away from heated surfaces.
9.Never operate the massage chair with the air openings blocked. Keep the air openings free of lint ,hair, or other objects.
10.Never drop or insert any object into any opening.
11.Do not use outdoors.
12.Do not operate where aerosol spray products are being used or where oxygen is being administered.
13.Do not stand on or in the massage chair. Please do not stand in, climb on, jump on, or sit on the leg rest portion of the massage chair. Use only while seated.
14.Please do not sit on the armrest or the backrest part of the massage chair. The machine may tip and cause bodily harm if excessive weight is applied.

Safety Precaution

15.Temperatures sufficiently high may cause burns to occur regardless of the control setting. Do not use heating function on children or persons with reduced physical, sensory or mental capabilities. Do not use heating function on a sleeping or unconscious person. Check skin in contact with the heated surfaces of the appliance frequently to reduce the risk of burns or blisters.
16.Move massage chair only when necessary and always handle with care when moving the backrest and leg rest to prevent damages.
17.Never remove backrest coverings and cushions. Examine the textile coverings and cushions prior to each use. If surface shows any sign of deterioration, such as cracking, peeling, blistering or fraying fabric, please refrain from use and contact customer service.
18.If power outage occurs in the middle of use, please switch the power switch to OFF, and unplug the machine to prevent power surge when electricity returns.
19.Please do not fall asleep during the massage, as reflexes and senses are diminished when unconscious, and may result in bodily harm.
20.Please use tremendous care when adjusting the backrest and leg rest reclining positions, and do not adjust positions when children or pets are near, under, or behind the machine.

Usage Environment Requirements

1.Please do not use massage chair in a high humidity or dusty environment to reduce the risk of malfunction or electric shock.
2.Please do not place massage chair in area of direct sunlight or near heat sources. DO not use when temperature of room exceeds 104°F.
3.Please use massage chair in an uncluttered environment with at least two feet of space around the machine.
4.Place and use massage chair on flat, even, non-slip flooring.
5.The massage chair is intended for personal use in a residential setting, and may not be used for commercial purposes.
6.If room is excessively cold or hot, please adjust the temperature gradually and not abruptly. If the massage chair has been stored in a cold area and is moved into a warm area, please wait one hour before use. Condensation may occur as a result and may cause malfunction.

Safety Precautions

1.Do not use massage chair in combination with other therapeutic appliances as this may result in ineffectiveness or injury.
2.Do not use massage chair for one hour prior or after dining.
3.Do not use appliance when your hands or body are wet.
4.Do not perform fixed position massage on one spot of your body for more than 5 minutes at one time as this may result in excessive stimulation and may cause negative effects.
5.Do not insert your hand or foot along the paths of the massage rollers during use
6.Stop immediately if you experience any discomfort.
7.Do not use when under the influence of prescription drugs, alcohol, or substances
8.Do not apply massage rollers directly on the head, elbow, joints, or abdomen
9. The massage chair is not intended for self-treatment of medical conditions that should be treated by a qualified healthcare provider.
10.Please consult physician prior to use if you are on medication, have medical conditions, or are not sure whether the massage chair is suitable for you.

Safety Precaution

Medical Conditions

Please consult your physician prior to use if you are:
- Under medical rest.
- Have spinal disorders, an abnormal spinal condition or have suffered a spinal injury.
- Have excessive back pain and severe back conditions.
- Have diabetes, osteoporosis or sensory impairment.
- Have malignant tumor.
- Have joint dysfunction such as rheumatism, hammer toe or gout.
- Have a pacemaker or other electronic/mechanical medical devices in your body.
- May be pregnant.
- Have phlebitis or thrombosis.
- Have an increased risk for blood clots.
- Recently had. surgery.
- Have surgical pins, screws, or mechanical components in your body.
- Undergoing chemical treatment.

CAUTION

Please switch off the main power switch immediately and disconnect the power cord from the electrical outlet if:
- Water is spilled onto the massage chair.
- Pain or discomfort during massage is experienced
- Fabric or cushion is torn and internal components are exposed
- Unnormal sounds or motions occur during the massage

REPAIR

Do not remove the plastic back cover of the massage chair. Mishandling of the internal components may result in malfunction or injury.
Do not attempt to service or repair the chair. Work must only be performed by professional and authorized service technicians.

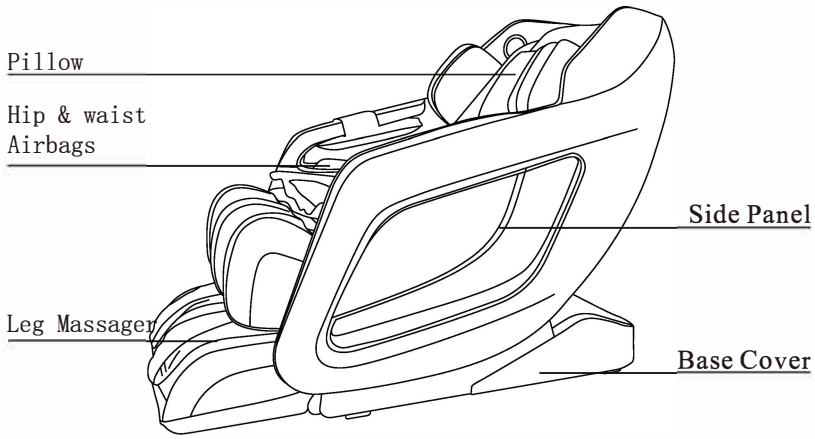
GROUNDING INSTRUCTION

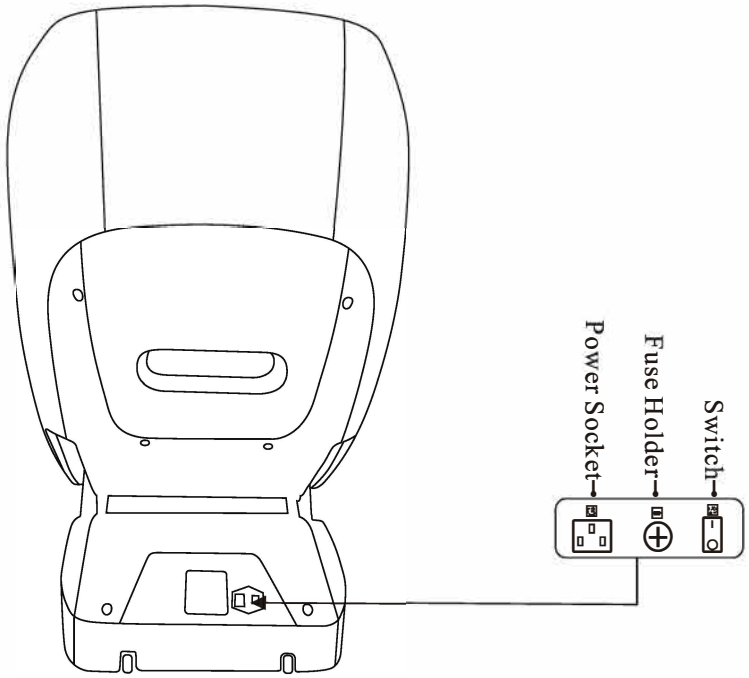
This product must be grounded. In the event of an electric short-circuit, grounding reduces the risk of electric shock by providing a path of low resistance for the electric current. This product is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded in compliance with any local codes and ordinances.

DANGER

Improper use of the grounding plug may result in a risk of electric shock. Check with a qualified electrician 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.

Name of each part





Method of Installation

Step 1: Open the box



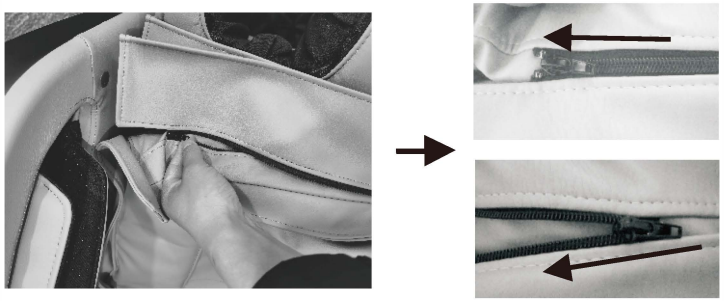
Main body



Accessory box

Lift out the main unit and slowly lower the leg rest



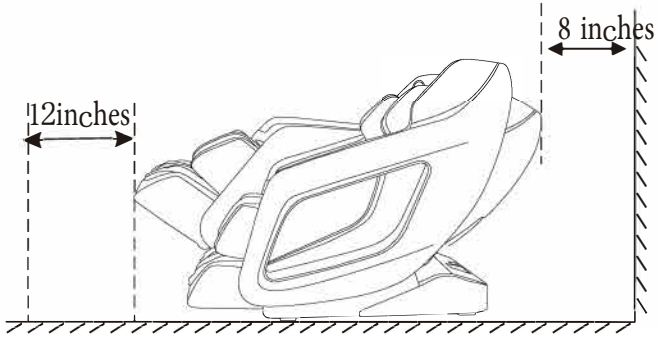


Zip up the zipper between the leg massager and the seat cushion.

Placing And Moving

Placing

When placing this massage chair, the minimum space required for the rear area is 8 inches and 12 inches is required for the front.



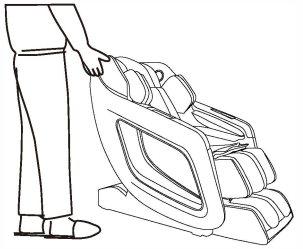
When placing the chair, please make sure that the power cord is not entangled with any moving parts and is not pressed under the chair.
Please keep kids, pets, and other obstacles away when the chair is working, in case of an accident.
If the floor on which the massage chair is placed is easily scratched, lay a carpet under the massage chair to protect the floor.

Moving

You can move this massage chair easily by using the wheels in the lower back. Press down the backrest, lift up the front side, then you will be able to move the chair with the wheels. When it has been moved to the proper place, lift the front side down gently.
Please note:
The power cable should be removed prior to moving.
Do not shake the massage chair, do not pull the leg massager while moving. Never release the backrest and let the front side hit the floor when moving, this may damage the chair badly.
Do not use the wheels if the material of the floor is wooden or other easy scratch material. In this circumstance, please lift the whole chair up to move it.
Due to its heavy weight, it is suggested to move it by two people working together.
If you can't lift the whole chair up to move it, place a carpet under the chair, and pull the carpet.

⚠Attention

Never move the chair while it is working.

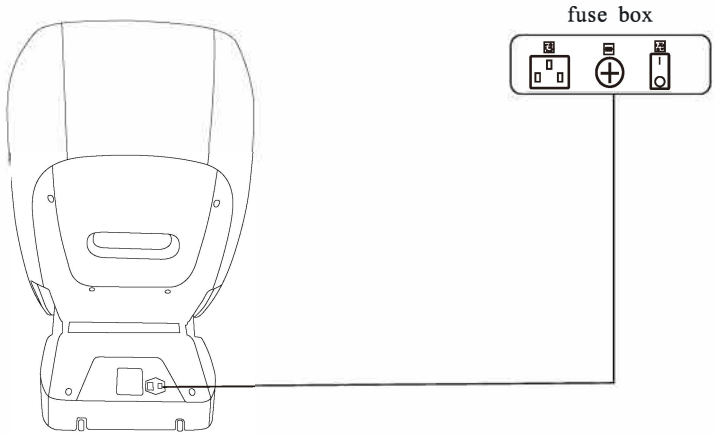


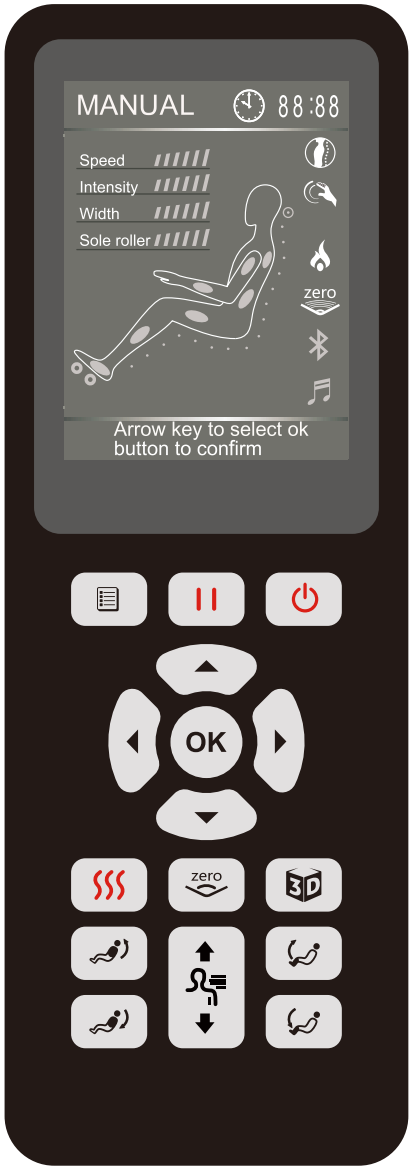
Electric Introductions

This massage chair is an electrical product. Please make sure that the chair is properly grounded before use. Otherwise, in the event of a fault such as a leakage, the user may be at risk of electric shock.
In general, if you are using a three-hole socket, you do not need to perform additional grounding operations if the ground pin of the outlet is properly grounded.
However, if you are using a two-hole socket, grounding operations are required to ensure your using safety.
To apply the grounding, you will need to open the electric box cover in the lower back and find the grounding sign behind the power inlet socket.
If the socket you use has a grounding pin, you can connect the grounding cable to it; and if your socket does not have a grounding pin, please consult to the seller or a qualified electrician to perform it.
Note:
The grounding cable shall never be connected to the following items:
1. Telephone lines, lightning rods, and other items that are at risk of lightning strikes.
2. Water pipe
3. Gas pipe and other items with explosion and fire risks

Replace the fuse

To replace the fuse, please remove the power cable first, turn off the power switch, use a screw driver to open the fuse holder in the lower back of the chair.





Remote controller instruction

Instruction of the buttons

Power: Turn on/off the chair
◆ Press this button the chair will start to work (for the first time after the chair connected to power source, you need to press twice to turn on the chair.)
◆ When the chair is working, press this button will turn off the chair, and reset its angle.

Pause
◆ When the chair is working, press this button, all functions will be suspended, press it again, all functions will recover.

Menu
◆ Press this button to enter the menu if you are in the home screen; if you are in the menu, press this button will switch to home screen

Adjust shoulder height
◆ The back roller will adjust its travel height according to the user's body height. These two buttons are for adjusting the height set after body scanning, so it could be more accurate.

◆ To adjust the extended length of the massage arms by pressing this button.

Direction buttons
◆ Up/down button: In the home screen, if the back roller is in the focus/parcial massage mode, press this button can adjust the back roller position; in the menu, press this button to select, and press OK to confirm your selection.

Zero gravity
◆ Press this button to enter the zero gravity position, and the zero icon on the home screen will light up. If you adjust the leg massager or backrest angle after in zero gravity position, the zero icon will turn grey, and the chair will out of zero gravity position.

Lift up the leg massager
◆ Lift up the leg massager by holding this button. Shot press it will active the leg length scanning process.

Lift down the leg massager
◆ Lift down the leg massager by holding this button. Shot press it will active the leg length scanning process.

Lift up the backrest
◆ Lift up the backrest by holding this button.

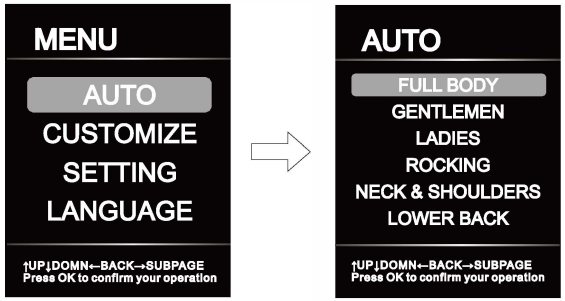
Remote controller instruction

Lift down the backrest
◆ Lift down the backrest by holding this button.

◆Turn on/off and adjust the heating level by pressing this button.

Icons and Menus

Please check the 6 auto programs details as below:



▶FULL BODY:

More and young people are prone to fatigue. This group of people can benefit their massage, by stimulating some acupuncture points in the body, eliminating physical and mental exhaustion, promoting blood circulation and relieving pain, and dredging meridians to improve work efficiency. And 50% of the time in this program is doing vibration massage

▶GENTLEMEN:

This mode is based on the default mode ″Full Body ″, which increases the massage intensity, massage speed, airbag intensity, etc. by 30%; the massage intensity is relatively stronger.

Remote controller instruction

▶LADIES:

This mode is based on the default mode″Full Body″, which decreases the massage intensity, massage speed, airbag intensity, etc. by 20%; the massage intensity is relatively weak.

▶ROCKING:

Unable to sleep well. Insomnia has become an epidemic for multiple people. Utilize aid-sleep massage. This will stimulate the body' s meridian and blood by external force, and stimulate the body' s repair potential ability, enabling better blood circulation and improve sleep.

▶NECK & SHOULDERS:

The massage of the shoulder and neck can improve the blood circulation of the neck, increase the strength of the neck muscles, maintain the elasticity of the ligament, and strengthen the stability of the cervical facet joints. Long-term adherence can make the neck flexible,and can effectively prevent the symptoms of stiff neck, cervical spondylosis, headache, dizziness, neck and shoulder pain and numbness etc.

▶LOWER BACK:

Massaging the lower back and waist can relieve muscles, promote blood circulation, and eliminate lumbar muscle fatigue. In addition, lumbar muscle spasm and waist pain can be reduced.

▶ CUSTOMIZE

The customize offers multiple options for adjusting the chair to meet your preferences. Press UP/DOWN arrow to select, and press OK to confirm selection . Press the Left arrow to get back.

▶ ROLLER SPEED

Adjust the massage speed of the back roller. The back roller speed has 6 levels for option, 1 is the lowest, and 6 is highest.



AIR INTENSITY

Adjust the air bag intensity of the massage chair. The air bag intensity has 5 levels for option, 1 is the lowest, and 5 is the highest.



MASSAGE WIDTH

Adjust the massage width of the back roller. The back roller width has 3 options, you can choose according to your body width.



MASSAGE METHOD

The back roller has 6 different massage method, they will appear alternately in automatic mode. If you want to choose only one method, you can choose under this menu.



MASSAGE AREA

Choose the massage area of the back roller. It offers 3 options: Overall allows the back roller to massage from top to button; Partial will make the roller going up and down in a certain area; and Focus will keep the roller massage in a certain point.



3D INTENSITY

To adjust the extended length of the massage arms by pressing this button.The length has 6 levels for option, 1 is the shortest, and 6 is the longest.



Remote controller instruction

HEATING

Turn on/off and adjust the heating level by pressing this button. The heating has 3 levels for option, 1 is the lowest, and 3 is the highest.

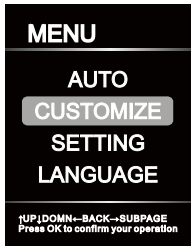




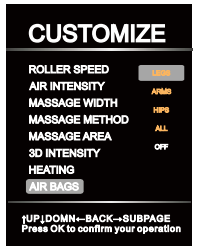


AIR BAG ON/OFF

You can either turn on/off all the air bags or a certain area in this menu.

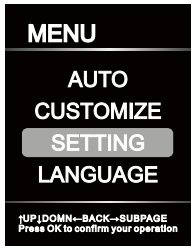






▶ SETTING

In the Setting menu, you can set the default massage time for each session. It offers 5 options, from 10 minutes to 60 minutes.



Specifications

Mode1 / Performance parameter	BM-EC3328
Massage Stroke Length(Inch)	51.1
Rollers Space Between(Inch)	1.6-7
Tap(cpm)	200-600
Pummel (cpm)	100-450
Knead&Tap(cpm)	10-90
Shiatsu (cpm)	180
Knead (cpm)	25-100
Calfrest Recline Angle(°)	45-75
Backrest Recline Angle(°)	30-60

Mode1 / Technical Spec	BM-EC3328
Dimension of main box. （cm）	L123*W76.5*H108
Net weight of main box.(kgs)	86.5
Gross weight of main box.(kgs)	102.5

Mode1 / Specifications	BM-EC3328
Rated Voltage	AC100V~120V
Rated Frequency	50-60Hz
Power Consumption	240W
Safety Standards	Type 1