

# GetHope

## LUXURY MASSAGE CHAIR



### Operation Manual

Thank you for using our product. Please read the operation manual carefully before use and follow the instructions for proper operation.

#### Product information

Product Name : LY-21 Massage Chair

Rated Voltage :110V-240V

Rated Power :120W

Working Time :15-50min

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Whatever comes up with your product, our friendly support partners are ready to help, anytime. Reach out via email, or by scanning the QR code for instant access.

**Gethope\_service@163.com**



## FCC Statement

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The device has evaluated to meet general RF exposure requirement. The device can be used in portable exposure without restriction.

## 1 Move the chair with one person



1. Gently push down headrest side
2. Push forward using the two wheels underneath the chair

## 2 Move the chair with two people



1. Please grasp the bottom of the side panel (not the base) with your hand and lift it
2. Due to its heavy weight, the chair must be moved by two or more people. Please handle with care to avoid straining your back
3. Caution: Ensure the floor is clear and feet are away from wheels

## ! Safety Precautions

- Please read this [Safety Precautions] carefully before use and use this product correctly.
- The precautions here suggest safe and correct ways to use the product to prevent possible harm or damage to the product, the user, and others.
- The precautions are distinguished by two warning methods of [Warning] and [Caution] according to the size and severity of harm or damage that may be caused by improper operation. Content-related safety is very important, please be sure to follow.

### ! Warn

Misuse may cause serious injury to the user.

### ! Be careful

Incorrect operation may cause user injury and material damage.  
※ Property damage refers to damages related to houses, property, livestock, pets, etc.

### □ As the picture shows □



This logo is for warning or attention. (The left picture is generally used after warning or attention.)



This symbol ☹ is to inform the prohibited content, and the figure is a description of the specific prohibited content. (Disassembly is prohibited on the left)



This logo is mandatory or necessary.

- After reading, please keep it in a place where the user can see it at any time.

### ! Warn



- Smoke, abnormal sound (abnormal state), please immediately disconnect the power to confirm the safety, please contact the dealer for repair. It is strictly forbidden to repair yourself to avoid danger.



- Water inside the host.
- The debris falls into the host.
- Heavy falls, falls or the casing is damaged.

### ! Be careful



must be observed

- If you feel abnormal during use, stop using it immediately and consult a doctor.
- This product should be placed on a flat ground to avoid injury.
- Before using this product, please confirm that the power switch is working properly to avoid injury.

## Safety Precautions

### Caution

- The following persons are not allowed to use:
- Thrombosis (blood disease, severe aneurysm, acute venous aneurysm), various skin diseases or skin infections (including subcutaneous tissue inflammation). etc.
- prohibited** Please consult your doctor before using the massage chair:
- Patients who are vulnerable to electromagnetic effects have implantable medical devices in the body.
  - Malignant tumor patients
  - Heart disease patients.
  - Pregnant women or women during their physiological cycle should consult a doctor before use.
  - Diabetes, peripheral circulation disturbance patients.
  - People with perception deficit.
  - There was an injured person at the massage site.
  - Patients with a body temperature of more than 38 C. such as acute inflammation (typhoid fever, hypertension).
  - Severe illness and weak body.
  - Fracture, acute bone pain.
  - Patients with muscle sprain and muscle inflammation.
  - In addition, if you have a bad physique, feel uncomfortable or need to be quiet, please use it carefully.
  - Individuals sensitive to heat should exercise caution when using the heated surfaces of the product.
- must be observed**

The massage cycle lasts 20 minutes. Avoid continuous massage on the same area. for continued use, allow at least a 30-minute interval to prevent over-stimulation of muscles or the nervous system.

### Warn

- Wet hands are prohibited**
- When the body is wet, please do not use it to avoid electric shock accidents or machine failures.
- moisture is prohibited**
- Do not immerse the product in water or use it in wet environments (e.g., bathrooms) to prevent electric shock or equipment malfunction.
- must be observed**
- Operate when you make sure there are no people or pets around you.
- Disassembly is prohibited**
- It is absolutely prohibited to remove or repair this product, power cord, hand controller and other components to avoid electrical, fire accidents or machine failures. When the power cord is broken, it is prohibited to remove and replace it privately, which must be repaired or replaced by the manufacturer or qualified professionals.
- prohibited**
- Do not use damaged power cords. Do not forcibly bend, pull, twist, twist, or damage the power cord. Do not hang heavy objects on the power cord. Using damaged power cord may cause electric shock, short circuit or fire accident.

### Voice Command Function

- 1 Activate voice command**  
After pressing “” button, voice command function will be on automatically.
- 2 Wake up the chair**  
Use wake up word “**Hi, Massage Chair**” to wake up the chair first. Once the chair responds “**Hi, I am here**”, you will have a few seconds to command the chair.  
(If the chair says “**Let me know if you need anything**”, meaning the session has expired, please wake up the chair again)
- 3 Voice commands**  
After waking up the chair, please use the commands below:

| BLUETOOTH: GetHope massage chair PASS WOER: 8888 |                           |    |                          |
|--------------------------------------------------|---------------------------|----|--------------------------|
| Wake up word: Hi Massage Chair                   |                           |    |                          |
| 1                                                | power on                  | 20 | turn on shoulder airbags |
| 2                                                | power off                 | 21 | turn on leg airbags      |
| 3                                                | increase intensity        | 22 | start massage mode one   |
| 4                                                | decrease intensity        | 23 | start massage mode two   |
| 5                                                | increase massage time     | 24 | start massage mode three |
| 6                                                | decrease massage time     | 25 | start massage mode four  |
| 7                                                | Heat on                   | 26 | start massage mode five  |
| 8                                                | Heat off                  | 27 | start massage mode six   |
| 9                                                | increase airbag intensity | 28 | start massage mode seven |
| 10                                               | decrease airbag intensity | 29 | start massage mode eight |
| 11                                               | Foot roller on            | 30 | start massage mode nine  |
| 12                                               | Foot roller off           | 31 | start massage mode ten   |
| 13                                               | Chair up                  | 32 | Zero gravity mode one    |
| 14                                               | recline chair             | 33 | Zero gravity mode two    |
| 15                                               | Leg up                    | 34 | Zero gravity mode three  |
| 16                                               | Leg down                  | 35 | zero gravity off         |
| 17                                               | airbags on                | 36 | Audio volume up          |
| 18                                               | airbags off               | 37 | audio volume down        |
| 19                                               | Turn on arm airbags       |    |                          |

### IMPORTANT Reminder:

Due to the sensitivity of the voice function, the chair may respond unexpectedly if you are watching TV or talking to someone. This is NOT a defect. Please turn off the power supply of the entire massage chair. Thank you.

## Method of use

### Mode 4: Thai

A full-body stretch program designed to promote circulation and muscle relaxation. This mode features two types of stretching: overall body stretch and segmented stretch. It's ideal for post-workout recovery or anyone who spends long hours sitting. (Not recommended for pregnant women or elderly individuals.)

### Mode 5: Back

This program focuses on massaging the lower back and hips, using concentrated, gentle pressure and a slow-fast rhythm to effectively relax and relieve tension in these areas.

### Mode 6: Strong

A full-body massage with a rhythmic, flowing motion, enhanced by airbag compression for a gentle "wave-like" sensation. This program is designed to help you relax and de-stress, especially when paired with calming background music.

### Mode 7: Elder

This program is specifically designed with a gentle and slow rhythm, using soft airbag compression for a soothing experience. It's perfect for first-time users or individuals who prefer a light, easy massage. Our massage chair has been upgraded. When this mode is activated, piano music will play automatically. If you prefer silence during use, press and hold the SETUP-KEY TONE button on the control panel for 1-2 seconds to turn off the music.

### Mode 8: Queen

A more invigorating mode with quick kneading and segmented neck traction. It's designed to offer a deeper and more tailored massage experience, perfect for those seeking a more energizing and rejuvenating massage.

### Mode 9: Swing

This special program offers continuous rocking motions combined with airbag compression, creating a gentle, cradling effect. It's a great option for anyone looking for a more dynamic and soothing massage experience.

### Mode 10: Motion

Designed to relax muscles after physical activity, this program combines fast and slow massage techniques to relieve muscle tension and improve circulation. The program includes two angle adjustments for enhanced blood flow, especially beneficial for the lower body.

Manual

More manual modes allow user to adjust different massage methods



## Security considerations

### Warn

The massage chair will automatically change its angle during the automatic procedure. Do not place hands or body near any gaps to avoid injury.

Use only 220–240V AC power sources. Do not use damaged power cords to avoid electric shock, short circuits, or fire.

Do not let children ride and play on this product to avoid injury or machine failure.



Forbid

When adjusting the chair back and seat and adjusting the leg lift, first make sure that there are no other people, pets or objects in the back and under the leg massager. During the adjustment process, do not put any parts of the body, including hands and feet, into the gap between the backrest and seat, backrest and armrest, armrest and shoulder, seat and armrest cover to prevent injury.

Do not use this product naked to avoid skin damage.

Be sure to use this product for the purposes described in this manual. Do not sit directly on the leg or armrest parts to avoid injury or accident.

It cannot be used when the main body cover is disassembled or damaged to avoid injury or accident.

### Be careful



must be observed

When not in use or when there is a power outage, please turn off the power switch immediately and pull out the power plug to avoid any leakage, electric shock or fire accident when the power is on.



Wet hands are prohibited

Do not touch the power socket, plug or power cord with wet hands to avoid electric shock.



prohibited

When cleaning, be sure to turn off the power switch and pull the power plug from the power socket to avoid fire or electric shock. When pulling out the power plug, do not pull the power cord forcibly, but pull it with the slap head to avoid accidents.



prohibited

Do not use this product immediately after meals or after drinking to avoid discomfort. Do not hang heavy objects on the power cord or the manual control line. The manual control cannot be impacted or dropped by external force to avoid malfunction, failure, electric shock or fire accident.

Do not use this product near fire sources or heaters, and do not use it on floors that have floor heating or other heating.

Do not smoke during use to avoid fire.

## Security considerations

### Caution

- Do not pull hard or use a knife or a hard, sharp object to scratch the fabric to avoid injury or accidents.
- Do not forcibly bend or pull the power cord or manual control cord to avoid machine failure or fire accident.
- The hand controller must not be impacted or dropped, to prevent malfunction or equipment Failure.
- When the power cord, power plug is damaged or the power socket is loose, do not use this
- When the legs are raised and lowered, please do not put your fingers into any cracks to
- Do not forcibly apply external force to the parts in each action to avoid personal injury or
- Do not use while sleeping. unintentional use may cause injury and physical discomfort.
- Do not drag in the direction of the roller on wooden floors, carpets or easily scratched ground.
- After moving, it should be placed gently to avoid scratching the ground.



Forbid

### Caution

- This product should only be used in general home environments.
- Do not use it in other locations.
- Do not cover or use this product with a blanket to prevent fire accidents due to excessive temperature inside the machine.
- Please make sure that the power plug and the power socket are well coordinated, and no garbage is attached. No wiring board is allowed. In order to avoid electric shock, short circuit or fire accident.
- Do not stand, step on or stack heavy objects on the body or leg parts to avoid personal injury or machine failure.
- It is forbidden to use this product near fire sources or flammable objects to avoid deformation of the product, machine failure or fire accidents.
- Do not use this product in environments with high concentrations of floating chemicals such as oil and gas to avoid product deformation, machine failure or fire accidents.
- Do not wipe or spray this product with organic solvents, alcohol, or insecticides to prevent the machine from cracking, electric shock, or fire.
- During use, do not let children or people with intellectual disabilities approach to avoid accidents.
- People with paralysis cannot use this product to avoid physical discomfort or injury.

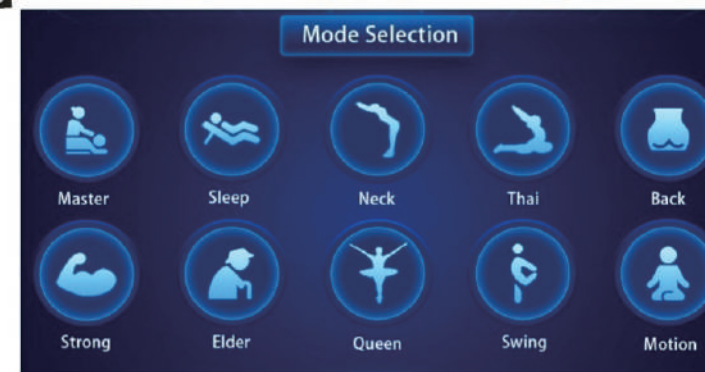


Forbid

## Method of use

Auto

Auto: 10 preset massage programs (15mins per session)



### Mode 1: Master

This is the default program that activates automatically when the chair is turned on, unless another program is selected. It features a segmented neck traction with kneading and acupressure techniques, designed to stimulate circulation and relieve soreness.

### Mode 2: Sleep

Ideal for naps or short rest periods, this program focuses on gentle comfort with added rocking motion to help you fall asleep.

Recommended use: Wrap the heating pad around your chest and abdomen for added warmth. Close your eyes, relax, and let the chair run its course. After the massage ends, the chair will rock gently three times to ease you into sleep, then return to a zero-gravity position to help you fully unwind.

### Mode 3: Neck

Perfect for anyone who needs relief in the neck and shoulder areas. This program uses a combination of kneading, tapping, and lifting motions to target muscle relaxation and recovery, especially for those who work long hours at a desk or engage in physical activities.

## Phone/tablet controller

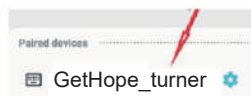


Android User:



Bluetooth

On



- 1 Go to Settings
- 2 Turn on Bluetooth
- 3 Add new device

GetHope\_turner"



IOS User:



Bluetooth

MY DEVICES

GetHope\_turner

- 1 Go to Settings
- 2 Turn on Bluetooth
- 3 Add this new device



Accessibility



Touch

AssistiveTouch



- 4 Go to Accessibility
- 5 Go to Touch
- 6 Turn on "AssistiveTouch"

TRACKING SENSITIVITY



- 7 Adjust sensitivity at this level for better use experience

## INSTRUCTION:

1. Push the button **up** to scroll current window up by one page.
2. Pull the button **down** to scroll current window down by one page.
3. Shift the button **left** increases volume, while a long shift gradually raises it.
4. Shift the button **right** decreases volume, while a long shift gradually lowers it.
5. A **single click** of the button pauses the current video on the phone, and another click resumes playback.

Note: This function is limited to page scrolling, playback, and volume control in some apps such as Tiktok.



## Precautions before use

1

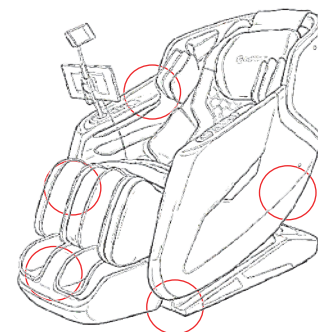
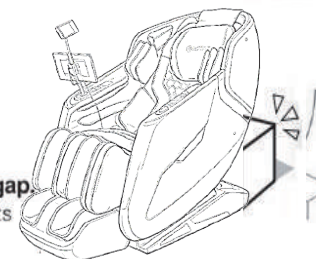
### Check around before use

Make sure there are no people, pets and other objects around the machine.

2

### Make sure there are no foreign objects in the gap

Before massage, make sure that no foreign objects are caught in the calf or foot.



### Be careful

- Do not put your hands, feet, or head into the gap between your lower legs, seat, and armrests. Before seating, please confirm that there are no foreign objects between the various parts of the machine. Do not put your hands, arms, or head deep between the backrest and the back cover. Do not place pets on the massage chair (seat, backrest, armrests, legs, etc.).

3

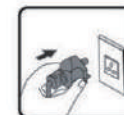
### Turn on the power.

Before massage, make sure that no foreign objects are caught in the calf or foot.

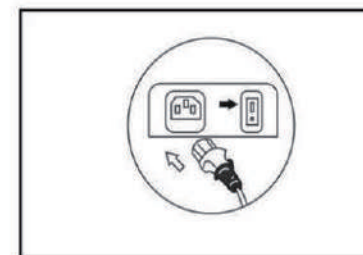


### Warn

- Please check whether the power cord and power plug are damaged before use.
- Before seating, please confirm that there are no foreign objects between the various parts of the machine. Be sure to insert the power plug to the end. Otherwise, electric shock or overheating may result and cause a fire.
- Please use  $\square\square\square$  Alternating current. Do not use this product abroad or connect the transformer without authorization. Failure to do so may cause electric shock, machine failure, or overheating, which may cause a fire.
- Do not insert or pull out the power plug with wet hands.



Insert the power plug into the power outlet and press the power switch at the bottom of the unit to the "ON" button.



## Function and name

### Important Reminder:

When the massage chair is ready for placement and installation, insert the power plug into the power and turn on the power button of the massage chair.



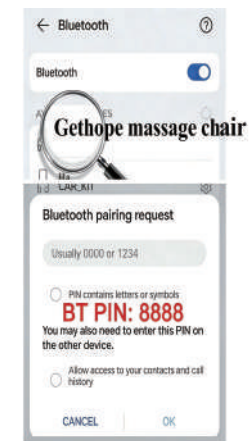
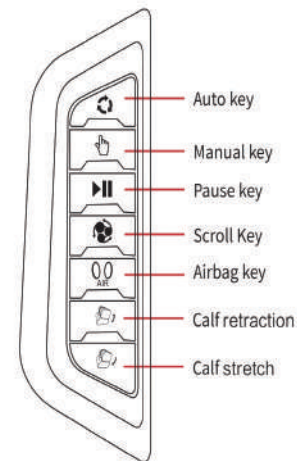
### Main Accessories name



07

## Method of use

### Hand controller key map



08